



A STAR ALLIANCE MEMBER 

# **EMD and Ancillary Services OU Service Policies**

## **Guidelines for OU and Travel Agencies**

**October 2019**



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## ANCILLARY SERVICES DEFINITION

→Amadeus Ancillary Services (AAAS) are optional services that a passenger can purchase in combination with an airline ticket.

→Amadeus Ancillary Services are priced with the automatic pricing option.

→ Interline and codeshare flights are excluded from the AAAS.

→Chargeable services are identified by the format of the system response in the PNR. They are displayed with a slash "/" in front of the SSR element or SVC segment line which is returned in the system response.

Example:

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          OB/SU  14FEB17/1018Z   4A6NS8
 1 UNACCOMP/MINOR(CHD/17JAN09)
 2  OU 344 M 15MAR 3 ZAGSJJ HK1          1410 1500   *1A/E*
 3 AP AAAS
 4 TK OK14FEB/ZAGOU0988
 5 SSR CHLD OU HK1 17JAN09
 6 /SSR UMNI OU HK1 UM8/S2
 7 OPW-14FEB:1218/1C14/OU REQUIRES DOCUMENT ON OR BEFORE
    15FEB:1218/E6
 8 OPC-15FEB:1218/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E6
 9 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
10 FV PAX OU/S2
    
```

→Chargeable SSRs are managed by the system in the same way as regular SSRs (SSR explosion at time of input). For more information on SSRs or how to create an SSR element please refer to the Amadeus help pages >HE SR or >GGAIROU.

There are two types of ancillary services:

→ **EMD-A (Associated EMD)**: This type of EMD refers to the payment of services that are associated to an e-ticket that is why the two documents are associated and connected. The EMD must be issued either at the same time or after a ticket is issued, but never before. If we try to do it before, the system response is the following: MISSING OR INVALID ISSUED IN CONNECTION WITH.

The status of both documents is also synchronized: if a ticket coupon is used, the EMD-A coupon also changes its status.

The services associated to the EMD-A are booked through an SSR. Pricing is automatic, and the TSM-P (EMD mask) creation is implemented by using the FXG entry. In the ICW (In Connection With) field of the TSM and EMD the associated ticket number is included.

→ **EMD-S (EMD “Standalone” )**: EMD issued for services that are not linked with an e-ticket coupon, such as VIP Lounge access or airport parking. An EMD-S can be issued at any time before, after or at the same time as the e-ticket since it is not associated to it.

Its status changes according to the airline instructions, it may be at the time of issuance (for instance, in the case of penalty payments). The services for which EMD-S can be issued are created through an auxiliary segment (SVC).

Since the EMD-S is neither associated to nor connected with a ticket, it does not contain any information related to the ticket in question, although the information can be added manually in the ICW field. In some cases, the airline may instruct that the ticket number be associated to the EMD. TSM-P pricing is generally created manually using the TMC/Vxx transaction (where xx is the airline code).

→ So, how can we be aware of the types of services offered by the airlines?

Airline companies file the price of these services (in the same way they do with their airfares) through ATPCO. This information is included in a catalogue or list of services that is displayed by using the FXK entry. In order to do that, the booking should be displayed and priced (in other words, a TST must exist).

→ Chargeable Ancillary Services are on Airline discretion, Croatia Airlines includes (but not limited to) following Ancillary Services in the first phase of automation.

Any additional services or updates to existing ones will be communicated accordingly.

→ **NOTE: All services must be charged within 24 hours after the SSR created** (a warning message including the time limit will be displayed at end of transaction).

## OU AUTOMATED PRICING SERVICES

**(UMND, UMNI, PETC, AVIH-LARGE/MEDIUM, XBAG, XBIG, XHVV, XBAH, XPCB, XPCH, XPBH, FBAG, XSKI, XSPS, XSPL, OXYG)**

### Service description and purpose

Service	Reason for Issuance Sub Code	Service code	Creation from	EMD type	OU EMD Description
Unaccompanied minor fee Domestic	0BZ	<b>UMND</b>	SSR	A	Unaccompanied minor fee- Domestic V.A.T. to be applied.
Unaccompanied minor fee International	0B0	<b>UMNI</b>	SSR	A	Unaccompanied minor fee –International
Pet in cabin	0BT	<b>PETC</b>	SSR	A	Pet in cabin (Cats and Dogs) <b>SR PETC OU-DOG MALTESE 3KG 40X40X50CM</b> breed must be specified
AVIH-MEDIUM	0BS	<b>AVIH-MEDIUM</b>	SSR	A	Pet in hold – AVIH (Cats and Dogs) Container up to 80x55x55 Booking example: <b>SR AVIH OU-MEDIUM W-15KG D-70X55X50CM</b> <b>OS OU-BEAGLE</b>
AVIH-LARGE	0A0	<b>AVIH-LARGE</b>	SSR	A	Pet in hold – AVIH (Cats and Dogs) Container up to 125x75x85 Booking example: <b>SR AVIH OU-LARGE W-23KG D-110X70X70CM</b> <b>OS OU-LABRADOR</b>
Excess piece	0IJ	<b>XBAG</b>	SSR	A	Excess piece
Free piece bigger over 158cm	0ID	<b>XBIG</b>	SSR	A	Free piece bigger over 158cm
Free piece heavy over 23kg up to32kg	0IK	<b>XHVV</b>	SSR	A	Free piece heavy over 23kg up to32kg
Free piece bigger and heavy	0IG	<b>XBAH</b>	SSR	A	Free piece bigger and heavy 23-32 kg and over 158 cm
Extra piece bigger over 158cm	0FA	<b>XPCB</b>	SSR	A	Extra piece bigger over 158cm
Extra piece heavy over 23kg up to32kg	0FM	<b>XPCH</b>	SSR	A	Extra piece heavy over 23kg up to32kg
Extra piece bigger and heavy	0FJ	<b>XPBH</b>	SSR	A	Extra piece bigger and heavy 23-32 kg and over 158 cm
Checked baggage first	0CC	<b>FBAG</b>	SSR	A	First checked baggage up to 23 kg

Additional SKI equipment	OHT	<b>XSKI</b>	SSR	A	Additional SKI equipment
Sporting equipment SMALL	0EF	<b>XSPS</b>	SSR	A	Sporting equipment SMALL
Sporting equipment LARGE	0EH	<b>XSPL</b>	SSR	A	Sporting equipment LARGE
Additional Oxygen	0B4	<b>OXYG</b>	SSR	A	Additional Oxygen SR OXYG additionally SR MEDA-DIAGNOSIS ... OS OU ESCORT..

## Ancillary Services Booking Flow

5 easy steps for creating an Amadeus Ancillary Service:

- Create or Retrieve PNR (which includes a stored fare)
- View catalogue of services (optional)
- Book chargeable Services/Create SSR
- Price chargeable service
- Or
- Book and price from catalogue **FWK** entry
- Add Payments
- Issue Documents

## Service Catalogue

→To display the catalogue for the available ancillary services for an itinerary, use the **FXK** entry. Remember to do this from a priced itinerary. You do not need to close or confirm the PNR when using FXK.

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  15FEB17/0928Z  4A8G77
 1.CATALOGUE/DISPLAY MR
 2  OU 450 B 28JUN 3 ZAGAMS HK1          0825 1030  *1A/E*
 3 AP ZAG +385 1 6160 276 - HELP DESK - A
 4 TK OK15FEB/ZAGOU0988
 5 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
 6 FV PAX OU/S2
    
```

```

>FXK
FXK

      PASSENGER          PR FROM-TO C SC  SRV  PTC BKM (HRK)TOTAL  AV
FLIGHT RELATED

001 P1                OU ZAG-AMS F 0CC FBAG ADT          HRK225.00
    CHECKED BAG FIRST -

002 P1                OU ZAG-AMS F 0FA XPCB ADT          HRK1314.00
    UPTO50LB 23KG OVER62LI 158LCM -

003 P1                OU ZAG-AMS F 0FJ XPBH ADT          HRK1690.00
    EXTRA PIECE BIGGER AND HEAVY -

004 P1                OU ZAG-AMS F 0FM XPCH ADT          HRK939.00
    UPTO70LB 32KG AND62LI 158LCM -

005 P1                OU ZAG-AMS F 0ID XBIG ADT          HRK563.00
    FREE PIECE BIGGER OVER 158CM -

006 P1                OU ZAG-AMS F 0IG XBAH ADT          HRK1127.00
    FREE PIECE BIGGER AND HEAVY -
)>

```

→The Service Catalogue displays the price and services available according to your request. If FXK is used without any options, the system assumes that you are requesting a display for all the segments and passengers in your reservation. If you wish to book a service that is associated only to an inbound flight, you must include the segment number in the catalogue request (for eg.: FXK/S2). If you wish to book a service for one of your passengers only, the passenger number should also be specified. Afterwards, by using the FWK entry and the service number, the system will book and price the service automatically according to how it was requested from the catalogue.

**The following options correspond to the FXK entry:**

- FXK** Display Service Catalogue.
- FXK/P1** Display Service Catalogue for passenger number 1.
- FXK/P1,3-5** Display Service Catalogue for multiple passengers.
- FXK/S8** Display Service Catalogue for segment number 8.
- FXK/S3,4-7** Display Service Catalogue for multiple segments.
- FXK/R,FC-USD** Display Service Catalogue in a specific currency.
- FXK/S7/P3** Display Service Catalogue for a specific passenger
- FXK/G-BG** Display service for a specific group of services (e.g. Baggage).

→For more information, please refer to the online help pages **HE FXK**.

## Ancillary Services Pricing Options

**FXG** Confirmed pricing for all passengers and services

**FXH** Informative pricing for all passengers and services

**FWK** Book and price services from the catalogue of Ancillary Services

**The following pricing options can be applied where appropriate to either a confirmed (FXG) or informative (FXH) pricing entry:**

**FXG/P3** Confirmed pricing by passenger number

**FXG/L3** Confirmed pricing by service element selection by PNR line number

**FXG/S3** Confirmed pricing by PNR air segment selection

**FXG/R,FC-USD** Confirmed pricing using currency of sale override

**FXG/C-XBAG** Confirmed pricing by specific SSR code selection

**FXG/R,LON** Confirmed pricing by Point of Sale override

**FXG/BT-2** Confirmed pricing by Journey Turnaround Point override

→For more information, please refer to the online help pages **HE FXG** and **HE FWK**



## UNACCOMPANIED MINOR FEE-DOM (UMND)

### A. Service description and purpose

- Unaccompanied minor fee in conn with HR domestic ticket
- Service must be charged within 24 hours after the SSR created
- Non refundable/Non exchangeable
- Standard procedure must be applied >GGAIROU >GPMIN

### B. Detailed EMD flow

#### 1/ Initial PNR

Nothing new

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 17FEB17/0753Z 4BB37F
 1.DAISY/IVANCICA(CHD/17JAN09)
 2 OU 658 F 20MAR 1 ZAGSPU HK1          1315 1405 *1A/E*
 3 AP 0038516160275
 4 TK OK17FEB/ZAGOU0988
 5 SSR CHLD OU HK1 17JAN09
 6 SSR CTCM OU HK1 0038516160275
 7 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
 8 FV PAX OU/S2
    
```

#### 2/ Booking

- SSR entry to be used

```

>SR UMND OU-UM8
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 17FEB17/0753Z 4BB37F
 1.DAISY/IVANCICA(CHD/17JAN09)
 2 OU 658 F 20MAR 1 ZAGSPU HK1          1315 1405 *1A/E*
 3 AP 0038516160275
 4 TK OK17FEB/ZAGOU0988
 5 SSR CHLD OU HK1 17JAN09
 6 SSR CTCM OU HK1 0038516160275
 7 /SSR UMND OU HK1 UM8/S2 | →chargeable service displayed with a slash "/" in front of the SSR element
 8 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
 9 FV PAX OU/S2
    
```

- The service time limit appears directly at PNR closing (EOT) via a Warning message (Service must be charged within 24 hours after the SSR created)  
More info about Automated Ticketing Limit >HEOPW >HEOPC
- Once you issue EMD for chargeable service, OPW/OPC elements are removed.

>ER  
**WARNING: OU REQUIRES DOCUMENT BEFORE 18FEB:0954/E7**  
 >ER  
 --- TST RLR ---  
 RP/ZAGOU0988/ZAGOU0988 0B/SU 17FEB17/0754Z 4BB37F  
 1.DAISY/IVANCICA(CHD/17JAN09)  
 2 OU 658 F 20MAR 1 ZAGSPU HK1 1315 1405 \*1A/E\*  
 3 AP 0038516160275  
 4 TK OK17FEB/ZAGOU0988  
 5 SSR CHLD OU HK1 17JAN09  
 6 SSR CTCM OU HK1 0038516160275  
 7 /SSR UMND OU HK1 UM8/S2  
 8 OPW-16FEB:0954/1C14/OU REQUIRES DOCUMENT ON OR BEFORE 18FEB:0954/E7 →notification element  
 9 OPC-18FEB:0954/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E7 →cancellation element  
 10 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2  
 11 FV PAX OU/S2

**3/ Pricing**

- TST must exist
- TSM-P automatic creation: FXG entry
- Price expressed in local currency (e.g. Fare HRK200.00+25%VAT HRK50.00=TTL HRK250.00)

>FXG  
 FXG  
 PASSENGER PTC -----  
 OC SRV NP PR FLGT DATE (HRK)FARE TAX TOTAL  
 01 DAISY/IVANCICA CHD  
 0BZ UMND 1 OU658 20MAR HRK250.00 HRK250.00

→Add the form of payment /update TSM-P

>TMI/FP-CASH  
 TSM 1 TYPE P ZAGOU0988 0B/17FEB 00 INT D EMD-A CARR OU  
 1.DAISY/IVANCICA (CHD)  
 RFIC-E/O AIRPORT SERVICES  
 1. RFISC-0BZ UNACCOMPANIED MINOR FEE DOM L 7  
 OPERATING CC-OU FEE OWNER-OU ORIGIN-ZAG DEST-SPU  
 SERVICE REMARKS-DO  
 NON REFUNDABLE  
 ADD INF/RKS:  
 FARE F HRK 200.00  
 EXCH VAL HRK 250.00  
 TAX001 X HRK 50.00ZS →V.A.T. applied, fee in conn with HR domestic ticket  
 TOTAL HRK 250.00  
 FC ZAG OU SPU200.00HRK200.00END  
 FP CASH

**4/ Issuance**

- EMD status at issuance for this service is "open"
- TTM entry to be used

```

>TTP/TTM/RT      >Etk and EMD issued in one entry
OK ETICKET/EMD WELL ISSUED
>RT
--- TST TSM RLR ---
RP/ZAGOU0988/ZAGOU0988      0B/SU  17FEB17/0814Z  4BB37F
  1.DAISY/IVANCICA(CHD/17JAN09)
  2  OU 658 F 20MAR 1 ZAGSPU HK1      1315 1405  *1A/E*
  3 AP 0038516160275
  4 TK OK17FEB/ZAGOU0988//ETOU
  5 SSR CHLD OU HK1 17JAN09
  6 SSR CTCM OU HK1 0038516160275
  7 /SSR UMND OU HK1 UM8/S2
  8 FA PAX 831-2302066310/ETOU/HRK486.25/17FEB17/ZAGOU0988/75390
    792/S2
  9 FA PAX 831-8200000727/DTOU/HRK250.00/17FEB17/ZAGOU0988/75390
    792/E7
 10 FB PAX 0000000000 TTP/TTM/RT OK ETICKET/EMD WELL ISSUED/S2
 11 FB PAX 0000000001 TTP/TTM/RT OK ETICKET/EMD WELL ISSUED/E7
 12 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
 13 FP CASH
 14 FV PAX OU/S2
    
```

**5/ ETKT/EMD display (TWD/EWD)**

- An associated EMD-A for a chargeable SSR element is automatically updated with the ETKT number and the coupon association.

```

>TWD
TKT-8312302066310      RCI-      1A LOC-4BB37F
OD-ZAGSPU SI-      FCPI-1      POI-ZAG      DOI-17FEB17      IOI-75390792
  1.DAISY/IVANCICA      CHD      S I
  1 OZAG OU 658      F 20MAR1315 OK FOPTI/CH50      O      1PC
    SPU
FARE      F HRK      193.00
TOTALTAX HRK      293.25
TOTAL      HRK      486.25
/FC ZAG OU SPU192.50HRK192.50END
FE OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
IN CONNECTION WITH:
1. 831-8200000727E1(A)
    
```



## UNACCOMPANIED MINOR FEE-INT (UMNI)

### A. Service description and purpose

- Unaccompanied minor Fee in conn with International ticket
- Service must be charged within 24 hours after the SSR created
- Non refundable/Non exchangeable
- Standard procedure must be applied >GGAIROU >GPMIN

### B. Detailed EMD flow

#### 1/ Initial PNR

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 17FEB17/0858Z  4BB7JA
1.ASTER/BLUE(CHD/17MAR10)
2 OU 457 B 17MAY 3 BRUZAG HK1      0945 1155   *1A/E*
3 OU 300 B 17MAY 3 ZAGDBV HK1      1350 1455   *1A/E*
4 APE LJILJANA.BRGLJEVIC@CROATIAAIRLINES.HR
5 TK OK17FEB/ZAGOU0988
6 SSR CHLD OU HK1 17MAR10
7 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
    
```

#### 2/ Booking

- SSR entry to be used

```

>SR UMNI OU-UM6
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          AA/SU 17FEB17/0858Z  4BB7JA
1.ASTER/BLUE(CHD/17MAR10)
2 OU 457 B 17MAY 3 BRUZAG HK1      0945 1155   *1A/E*
3 OU 300 B 17MAY 3 ZAGDBV HK1      1350 1455   *1A/E*
4 APE LJILJANA.BRGLJEVIC@CROATIAAIRLINES.HR
5 TK OK17FEB/ZAGOU0988
6 SSR CHLD OU HK1 17MAR10
7 /SSR UMNI OU HK1 UM6/S2
8 /SSR UMNI OU HK1 UM6/S3
9 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
10 FV PAX OU/S2-3
    
```

>ER

WARNING: OU REQUIRES DOCUMENT BEFORE 18FEB:1058/E7-8

>ER

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 17FEB17/0859Z  4BB7JA
1.ASTER/BLUE(CHD/17MAR10)
2 OU 457 B 17MAY 3 BRUZAG HK1      0945 1155   *1A/E*
3 OU 300 B 17MAY 3 ZAGDBV HK1      1350 1455   *1A/E*
4 APE LJILJANA.BRGLJEVIC@CROATIAAIRLINES.HR
5 TK OK17FEB/ZAGOU0988
6 SSR CHLD OU HK1 17MAR10
7 /SSR UMNI OU HK1 UM6/S2
8 /SSR UMNI OU HK1 UM6/S3
9 OPW-16FEB:1058/1C14/OU REQUIRES DOCUMENT ON OR BEFORE
  18FEB:1058/E7-8
10 OPC-18FEB:1058/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E7-8
11 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
12 FV PAX OU/S2-3
    
```

**3/ Pricing**

- TST must exist
- TSM-P automatic creation: FXG entry
- Price expressed in local currency (e.g. EMD issued in ZAG)

**>FXG**  
FXG

PASSENGER		PTC -----					
OC	SRV	NP PR	FLGT DATE	(HRK)FARE	TAX	TOTAL	
01	ASTER/BLUE		CHD				
0B0	UMNI	1	OU457	17MAY			
0B0	UMNI	1	OU300	17MAY	HRK600.00		HRK600.00

→Insert form of payment /update TSM-P

**>TMI/FP-INV**

TSM 1 TYPE P ZAGOU988 0B/17FEB 00 INT I EMD-A CARR OU  
 1.ASTER/BLUE (CHD)  
 RFIC-E/O AIRPORT SERVICES

1.	RFISC-0B0 UNACCOMPANIED MINOR FEE INTL	L	7
	OPERATING CC-OU FEE OWNER-OU		ORIGIN-BRU DEST-ZAG
	SERVICE REMARKS-IN		
	NON REFUNDABLE		
2.	RFISC-0B0 UNACCOMPANIED MINOR FEE INTL	L	8
	OPERATING CC-OU FEE OWNER-OU		ORIGIN-ZAG DEST-DEV
	SERVICE REMARKS-IN		
	NON REFUNDABLE		

ADD INF/RKS:

FARE	F	HRK	600.00
EXCH VAL		HRK	600.00
TOTAL		HRK	600.00
		BSR	7.510000000
FC	BRU OU X/ZAG	OU DBV600.00	HRK600.00END
FP	INV		

**4/ Issuance**

→ EMD status at issuance for this service is "open"

→ TTM entry to be used

>TTP/TTM/RT

OK ETICKET/EMD WELL ISSUED

>RT

```

--- TST TSM RLR ---
RP/ZAGOU0988/ZAGOU0988      0B/SU  17FEB17/0955Z  4BB7JA
 1.ASTER/BLUE(CHD/17MAR10)
 2 OU 457 B 17MAY 3 BRUZAG HK1      0945 1155  *1A/E*
 3 OU 300 B 17MAY 3 ZAGDBV HK1      1350 1455  *1A/E*
 4 APE LJILJANA.BRIGLJEVIC@CROATIAAIRLINES.HR
 5 TK OK17FEB/ZAGOU0988//ETOU
 6 SSR CHLD OU HK1 17MAR10
 7 /SSR UMNI OU HK1 UM6/S2
 8 /SSR UMNI OU HK1 UM6/S3
 9 FA PAX 831-2302066316/ETOU/HRK2434.00/17FEB17/ZAGOU0988/7539
   0792/S2-3
10 FA PAX 831-8200000732/DTOU/HRK600.00/17FEB17/ZAGOU0988/75390
   792/E7-8
11 FB PAX 0000000000 TTP/TTM/RT OK ETICKET/EMD WELL ISSUED/S2-3
12 FB PAX 0000000001 TTP/TTM/RT OK ETICKET/EMD WELL ISSUED/E7-8
13 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
14 FP INV
15 FV PAX OU/S2-3
    
```

**5/ EMD display (EWD)**

```

>EWD
EMD-8318200000732      TYPE-A      SYS-1A  LOC-4BB7JA
INT-I      FCI-0  0      POI-ZAG      DOI-17FEB17      IOI-75390792
PAX- ASTER/BLUE      CHD
RFIC-E  AIRPORT SERVICES
REMARKS-
CPN-1  RFISC-0B0  OU BRUZAG  S-O
DESCRIPTION-UNACCOMPANIED MINOR FEE INTL
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066316E1      (A)
SERVICE REMARKS-IN
CPN-2  RFISC-0B0  OU ZAGDBV  S-O
DESCRIPTION-UNACCOMPANIED MINOR FEE INTL
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066316E2      (A)
SERVICE REMARKS-IN
FARE  F      HRK      600.00      BR  7.51000000
EXCH VAL HRK      600.00      RFND VAL
TAX-
TOTAL      HRK      600.00
/FC BRU OU X/ZAG OU DBV600.00HRK600.00END
FP INV
FOID-
    
```

## PET IN CABIN (PETC)

### A. Service description and purpose

- Service must be charged within 24 hours after the SSR created
- Follow usual instruction for PETC >GGAIROU >GPBAG
- SSR ENTRY TO BE USED  
E.G. SR PETC OU-DOG CHIHUAHUA 3KGS CRATE35X35X35  
dog or cat breed must be specified

### B. detailed EMD flow

#### 1/ Initial PNR

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 17SEP19/1126Z  MTETUP
 1.POPPY/JUN MRS
 2 OU 451 B 20DEC 5 AMSZAG HK1          1120 1310  *1A/E*
 3 AP ZAG +385 1 6160 276 - HELP DESK - A
 4 TK OK17SEP/ZAGOU0988
 5 FA PAX 831-2303099084/ETOU/HRK2708.00/18SEP19/ZAGOU0988/7539
   0792/S2
 6 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
 7 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
 8 FP INV
 9 FV PAX OU/S2
    
```

#### 2/ Booking

- SSR entry to be used

```

>SR PETC OU-CAT EUROPEAN 2KG OWN CRATE 40X20X20CM
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 17SEP19/1126Z  MTETUP
 1.POPPY/JUN MRS
 2 OU 451 B 20DEC 5 AMSZAG HK1          1120 1310  *1A/E*
 3 AP ZAG +385 1 6160 276 - HELP DESK - A
 4 TK OK17SEP/ZAGOU0988
 5 /SSR PETC OU HK1 CAT EUROPEAN 2KG OWN CRATE 40X20X20CM.ONLY CAT OR
   DOG PERMITTED 8KG MAX AND MAX DIMS COUNT 115CM/S2
 6 FA PAX 831-2303099084/ETOU/HRK2708.00/18SEP19/ZAGOU0988/7539
   0792/S2
 7 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
 8 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
 9 FP INV
10 FV PAX OU/S2
    
```



→The service time limit appears directly at PNR closing (EOT) via a Warning message

```

>ER
WARNING: OU REQUIRES DOCUMENT BEFORE 08OCT:1427/E5
>ER
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 17SEP19/1127Z  MTETUP
 1.POPPY/JUN MRS
 2 OU 451 B 20DEC 5 AMSZAG HK1          1120 1310  *1A/E*
 3 AP ZAG +385 1 6160 276 - HELP DESK - A
 4 TK OK17SEP/ZAGOU0988
 5 /SSR PETC OU HK1 CAT EUROPEAN 2KG OWN CRATE 40X20X20CM.ONLY CAT OR
   DOG PERMITTED 8KG MAX AND MAX DIMS COUNT 115CM/S2
 6 OPW-04OCT:1427/1C14/OU REQUIRES DOCUMENT ON OR BEFORE
   08OCT:1427/E5
 7 OPC-08OCT:1427/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E5
 8 FA PAX 831-2303099084/ETOU/HRK2708.00/18SEP19/ZAGOU0988/7539
   0792/S2
 9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
10 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
11 FP INV
12 FV PAX OU/S2
    
```

### 3/ Pricing

- TST must exist
- TSM-P automatic creation: FXG entry
- Price expressed in local currency (e.g. EMD issued in AMS)

```

>FXG
FXG

PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (EUR)FARE    TAX        TOTAL

01 POPPY/JUN MRS  ADT
0BT PETC   1 OU451   20DEC EUR50.00          EUR50.00
    
```

→Insert form of payment /update TSM-P

```

>TMI/FP-INV
>TMI/FP-INV
TSM    2  TYPE P          ZAGOU0988 0B/18SEP 00 INT I EMD-A CARR OU
 1.POPPY/JUN MRS
RFIC-C/O  BAGGAGE
 1. RFISC-0BT PET IN CABIN                                L 5
   OPERATING CC-OU FEE OWNER-OU                          ORIGIN-AMS DEST-ZAG

ADD INF/RKS:

FARE    F  EUR          50.00
EXCH VAL  EUR          50.00

TOTAL    EUR          50.00
FC AMS OU ZAG50.00EUR50.00END
FP INV
    
```

**4/ Issuance**

- EMD status at issuance for this service is "open".
- TTM entry to be used

```

>TTM/RT
OK EMD WELL ISSUED
>RT
--- TST TSM RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 18SEP19/0731Z  MTETUP
 1.POPPY/JUN MRS
 2 OU 451 B 20DEC 5 AMSZAG HK1      1120 1310  *1A/E*
 3 AP ZAG +385 1 6160 276 - HELP DESK - A
 4 TK OK18SEP/ZAGOU0988//ETOU
 5 /SSR PETC OU HK1 CAT EUROPEAN 2KG OWN CRATE 40X20X20CM.OONLY CAT OR
   DOG PERMITTED 8KG MAX AND MAX DIMS COUNT 115CM/S2
 6 FA PAX 831-2303099084/ETOU/HRK2708.00/18SEP19/ZAGOU0988/7539
   0792/S2
 7 FA PAX 831-8200190518/DTOU/EUR50.00/18SEP19/ZAGOU0988/753907
   92/E5
 8 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
 9 FB PAX 0000000000 TTM/RT OK EMD WELL ISSUED/E5
10 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
11 FP INV
12 FV PAX OU/S2
    
```

**5/ EMD display (EWD)**

- Please see below display of issued EMD

```

>EWD
EMD-8318200190518      TYPE-A          SYS-1A  LOC-MTETUP
INT-I          FCI-0  0          POI-ZAG          DOI-18SEP19          IOI-75390792
PAX- POPPY/JUN MRS          ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0BT  OU AMSZAG  S-O
DESCRIPTION-PET IN CABIN
PRESENT TO-
PRESENT AT-
ICW-8312303099084E1          (A)
SERVICE REMARKS-
FARE  F  EUR          50.00
EXCH VAL EUR          50.00          RFND VAL
TAX-
TOTAL          EUR          50.00
/FC AMS OU ZAG50.00EUR50.00END
FP INV
FOID-
    
```

## PET IN HOLD (AVIH)

- Booking depends on the size of the container
- Weight and crate dimensions are mandatory elements when creating the SSR
- Service must be charged within 24 hours after the SSR created

Reason For Issuance Code	Reason For Issuance Sub Code	Service code	Description	Booking
C	0BS	AVIH	AVIH-MEDIUM container up to 80x55x55	SR AVIH OU-MEDIUM W - ##KG D-##X##X##CM OS OU DOG-BEAGLE
C	0A0	AVIH	AVIH-LARGE container up to 125x75x85	SR AVIH OU-LARGE W- ##KG D- ##X##X##CM OS OU DOG-LABRADOR

## PET IN HOLD (AVIH-MEDIUM) container up to 80x55x55

### A. Service description and purpose

- Charge for PET in hold- MEDIUM (dogs and cats only, breed must be specified)

### B. Detailed EMD flow

#### 1/ Initial PNR

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 18SEP19/0854Z  MYKFG4
 1.ROSE/BLACK MR
 2 OU 667 J 21NOV 4 DBVZAG HK1      1310 1405  *1A/E*
 3 APE ROSEB@GMAIL.COM
 4 TK OK18SEP/ZAGOU0988
 5 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
 6 FV PAX OU/S2
    
```

#### 2/ Booking

- SSR entry to be used
- Follow mandatory format for AVIH-MEDIUM **>SR AVIH OU-MEDIUM W-##KG D-##X##X##CM**

**>SR AVIH OU-MEDIUM W-15KG D-70X55X50CM** → weight and crate dimensions are mandatory  
**>OS OU-DOG BASSET HOUND**

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 18SEP19/0855Z  MYKFG4
 1.ROSE/BLACK MR
 2 OU 667 J 21NOV 4 DBVZAG HK1      1310 1405  *1A/E*
 3 APE ROSEB@GMAIL.COM
 4 TK OK18SEP/ZAGOU0988
 5 /SSR AVIH OU HK1 MEDIUM W-15KG D-70X55X50CM/S2
 6 OSI OU -DOG BASSET HOUND
 7 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
 8 FV PAX OU/S2
    
```

- The service time limit appears directly at PNR closing (EOT) via a Warning message

>ER

WARNING: OU REQUIRES DOCUMENT BEFORE 19SEP:1157/E5

>ER

--- TST RLR ---

RP/ZAGOU0988/ZAGOU0988 0B/SU 18SEP19/0902Z MYKFG4

1. ROSE/BLACK MR

2 OU 667 J 21NOV 4 DBVZAG HK1 1310 1405 \*1A/E\*

3 APE ROSEB@GMAIL.COM

4 TK OK18SEP/ZAGOU0988

5 /SSR AVIH OU HK1 MEDIUM W-15KG D-70X55X50CM/S2

6 OSI OU -DOG BASSET HOUND

7 OPW-18SEP:1157/1C14/OU REQUIRES DOCUMENT ON OR BEFORE  
19SEP:1157/E5

8 OPC-19SEP:1157/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E5

9 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2

10 FV PAX OU/S2

### 3/ Pricing

- TST must exist
- TSM-P automatic creation: FXG entry
- Price expressed in local currency

>FXG

FXG

PASSENGER	PTC	-----						
OC	SRV	NP	PR	FLGT	DATE	(HRK)FARE	TAX	TOTAL
01	ROSE/BLACK MR		ADT					
OBS	AVIH	1	OU667		21NOV	HRK250.00		HRK250.00

- Insert form of payment /update TSM-P

**4/ Issuance**

→ EMD status at issuance for this service is "open".

```

>TTM/RT
OK EMD WELL ISSUED
>RT
--- TST TSM RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 18SEP19/0905Z  MYKFG4
 1.ROSE/BLACK MR
 2 OU 667 J 21NOV 4 DBVZAG HK1          1310 1405  *1A/E*
 3 APE ROSEB@GMAIL.COM
 4 TK OK18SEP/ZAGOU0988//ETOU
 5 /SSR AVIH OU HK1 MEDIUM W-15KG D-70X55X50CM/S2
 6 OSI OU -DOG BASSET HOUND
 7 FA PAX 831-2303099085/ETOU/HRK706.25/18SEP19/ZAGOU0988/75390
 792/S2
 8 FA PAX 831-8200190519/DTOU/HRK250.00/18SEP19/ZAGOU0988/75390
 792/E5
 9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
10 FB PAX 0000000000 TTM/RT OK EMD WELL ISSUED/E5
11 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
12 FP INV
13 FV PAX OU/S2
    
```

**5/ EMD display (EWD)**

→Please see below display of issued EMD

```

>EWD
EMD-8318200190519          TYPE-A          SYS-1A  LOC-MYKFG4
INT-D          FCI-0  0          POI-ZAG          DOI-18SEP19          IOI-75390792
PAX- ROSE/BLACK MR          ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0BS  OU DBVZAG  S-O
DESCRIPTION-PET IN HOLD MEDIUM
PRESENT TO-
PRESENT AT-
ICW-8312303099085E1          (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-HRK          0.00
SERVICE REMARKS-
FARE  F  HRK          200.00
EXCH VAL HRK          250.00          RFND VAL
TAX-01 X  ZS          50.00
TOTAL          HRK          250.00
/FC DBV OU ZAG200.00HRK200.00END
FP INV
FOID-
>
    
```

## PET IN HOLD (AVIH-LARGE) container up to 125x75x85

### A. Service description and purpose

→ Charge for PET in hold- LARGE (dogs and cats only, breed must be specified)

### B. Detailed EMD flow

#### 1/ Initial PNR

```
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  21FEB17/1326Z  4BHPEQ
 1.MIMOSA/MIMI MRS
 2 OU 341 M 10MAR 5 SJJZAG HK1          0630 0720  *1A/E*
 3 AP ZAG +385 1 6160 276 - HELP DESK - A
 4 TK OK21FEB/ZAGOU0988//ETOU
 5 FA PAX 831-2302066334/ETOU/HRK1541.00/21FEB17/ZAGOU0988/7539
    0792/S2
 6 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
 7 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
 8 FP INV
 9 FV PAX OU/S2
```

#### 2/ Booking

→ SSR entry to be used

→ Follow mandatory format for AVIH-LARGE >SR AVIH OU-LARGE W-##KG D-###X##X##CM

```
>SR AVIH OU-LARGE W-25KG D-100X70X100CM
>OS OU-DOG LABRADOR
```

>ER

WARNING: OU REQUIRES DOCUMENT BEFORE 25FEB:1523/E5

>ER

```
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  24FEB17/1323Z  4BHPEQ
 1.MIMOSA/MIMI MRS
 2 OU 341 M 10MAR 5 SJJZAG HK1          0630 0720  *1A/E*
 3 AP ZAG +385 1 6160 276 - HELP DESK - A
 4 TK OK21FEB/ZAGOU0988//ETOU
 5 /SSR AVIH OU HK1 LARGE W-25KG D-100X70X100CM/S2
 6 OS OU-DOG LABRADOR
 7 OPW-23FEB:1523/1C14/OU REQUIRES DOCUMENT ON OR BEFORE
    25FEB:1523/E5
 8 OPC-25FEB:1523/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E5
 9 FA PAX 831-2302066334/ETOU/HRK1541.00/21FEB17/ZAGOU0988/7539
    0792/S2
10 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
11 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
12 FP INV
13 FV PAX OU/S2
```

### 3/ Pricing

- TST must exist
- TSM-P automatic creation: FXG entry
- Price expressed in local currency

**>FXG**  
FXG

PASSENGER	PTC	-----					
OC	SRV	NP	PR	FLGT DATE	(HRK)FARE	TAX	TOTAL
01	MIMOSA/MIMI MRS	ADT					
0A0	AVIH	1	OU341	10MAR	HRK1502.00		HRK1502.00

→ Insert form of payment /update TSM-P

**>TMI/FP-INV**

TSM 3 TYPE P ZAGOU0988 0B/24FEB 00 INT I EMD-A CARR OU  
 1.MIMOSA/MIMI MRS  
 RFIC-C/O BAGGAGE  
 1. RFISC-0A0 PET IN HOLD LARGE L 5  
 OPERATING CC-OU FEE OWNER-OU ORIGIN-SJJ DEST-ZAG  
 SERVICE REMARKS-LG  
 EXCESS BAGGAGE-1 PC RATE PER UNIT HRK 0.00  
 NON REFUNDABLE

ADD INF/RKS:

FARE	F	HRK	1502.00
EXCH VAL		HRK	1502.00
TOTAL		HRK	1502.00
		BSR	7.510000000
FC	SJJ OU	ZAG1502.00	HRK1502.00END
FP	INV		

### 4/ Issuance

- EMD status at issuance for this service is "open".

**>TTM/RT**  
**OK EMD WELL ISSUED**  
**>RT**  
 --- TST TSM RLR ---  
 RP/ZAGOU0988/ZAGOU0988 0B/SU 24FEB17/1340Z 4BHPEQ  
 1.MIMOSA/MIMI MRS  
 2 OU 341 M 10MAR 5 SJJZAG HK1 0630 0720 \*1A/E\*  
 3 AP ZAG +385 1 6160 276 - HELP DESK - A  
 4 TK OK21FEB/ZAGOU0988//ETOU  
 5 /SSR AVIH OU HK1 LARGE W-25KG D-100X70X100CM/S2  
 6 OS OU-DOG LABRADOR  
 7 FA PAX 831-2302066334/ETOU/HRK1541.00/21FEB17/ZAGOU0988/7539  
 0792/S2  
 8 FA PAX 831-8200000750/DTOU/HRK1502.00/24FEB17/ZAGOU0988/7539  
 0792/E5  
 9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2  
 10 FB PAX 0000000000 TTM/RT OK EMD WELL ISSUED/E5  
 11 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2  
 12 FP INV  
 13 FV PAX OU/S2

**5/ EMD display (EWD)**

→Please see below display of issued EMD

```
>EWD
EMD-8318200000750      TYPE-A                SYS-1A  LOC-4BHPEQ
INT-I          FCI-0  0          POI-ZAG          DOI-24FEB17          IOI-75390792
PAX- MIMOSA/MIMI MRS                                ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0A0  OU SJJZAG  S-O
DESCRIPTION-PET IN HOLD LARGE
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066334E1          (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-HRK          0.00
SERVICE REMARKS-LG
FARE  F  HRK          1502.00
BR  7.510000000
EXCH VAL HRK          1502.00          RFND VAL
TAX-
TOTAL          HRK          1502.00
/FC SJJ OU ZAG1502.00HRK1502.00END
FP INV
FOID-
```



## BAGGAGE

→ We have introduced new SSRs for excess baggage, depending on size, weight and type of baggage.

Reason For Issuance Code	Reason For Issuance Sub Code	Service code	Description	Booking
C	0IJ	<b>XBAG</b>	EXCESS PIECE	<b>SR XBAG OU-FREE TEXT</b>
C	0ID	<b>XBIG</b>	FREE PIECE BIGGER OVER 158CM	<b>SR XBIG OU- FREE TEXT</b>
C	0IK	<b>XHVY</b>	FREE PIECE HEAVY OVER 23KG UP TO 32KG	<b>SR XHVY OU- FREE TEXT</b>
C	0IG	<b>XBAH</b>	FREE PIECE BIGGER AND HEAVY	<b>SR XBAH OU- FREE TEXT</b>
C	0FA	<b>XPCB</b>	EXTRA PIECE BIGGER OVER 158CM	<b>SR XPCB OU- FREE TEXT</b>
C	0FM	<b>XPCH</b>	EXTRA PIECE HEAVY OVER 23KGUP TO32KG	<b>SR XPCH OU- FREE TEXT</b>
C	0FJ	<b>XPBH</b>	EXTRA PIECE BIGGER AND HEAVY	<b>SR XPBH OU- FREE TEXT</b>
C	0CC	<b>FBAG</b>	CHECKED BAGGAGE FIRST up to 23KG	<b>SR FBAG OU- FREE TEXT</b>
C	0EF	<b>XSPS</b>	SPORTING EQUIPMENT SMALL	<b>SR XSPS OU- FREE TEXT</b>
C	0EH	<b>XSPL</b>	SPORTING EQUIPMENT LARGE	<b>SR XSPL OU- FREE TEXT</b>
C	0HT	<b>XSKI</b>	SKI EQUIPMENT	<b>SR XSKI OU- FREE TEXT</b>

→Charges are calculated if the allowance is exceeded in number of pieces, weight and/or size, whether the piece is within FBA (free bagg. allowance) or an extra piece in addition to the FBA.

→If not sure which SSR to be used, you can display a catalogue of ancillary services for services that belong to a specific group of services: **>FQN ANC/G**

```

--- TST ---
RP/ZAGOU0988/
1.FLOWER/CATALOGUE MRS
2 OU 410 M 20MAY 6 ZAGFRA HK1          0740 0915 319 E 0 S
3 AP ZAG +385 1 6160 276 - HELP DESK - A
4 TK OK20FEB/ZAGOU0988
5 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
6 FP CASH
7 FV PAX OU/S2
    
```

>FXK/G-BG

FXK/G-BG

```

PASSENGER          PR FROM-TO C SC  SRV  PTC BKM (HRK) TOTAL  AV
FLIGHT RELATED

001 P1              OU ZAG*ZAG F 0FA XPCB ADT SSR  HRK2610.00 OK
    UPTO50LB 23KG OVER62LI 158LCM -

002 P1              OU ZAG*ZAG F 0FJ XPBH ADT SSR  HRK3354.00 OK
    EXTRA PIECE BIGGER AND HEAVY -

003 P1              OU ZAG*ZAG F 0FM XPCH ADT SSR  HRK1864.00 OK
    UPTO70LB 32KG AND62LI 158LCM -

004 P1              OU ZAG*ZAG F 0ID XBIG ADT SSR  HRK1118.00 OK
    FREE PIECE BIGGER OVER 158CM -

005 P1              OU ZAG*ZAG F 0IG XBAH ADT SSR  HRK2236.00 OK
    FREE PIECE BIGGER AND HEAVY -

006 P1              OU ZAG*ZAG F 0IJ XBAG ADT SSR  HRK1118.00 OK
    STD BAG1-2 EXCESS PIECE SPECIAL CHARGE -

007 P1              OU ZAG*ZAG F 0IK XHVV ADT SSR  HRK746.00  OK
    FREE PIECE HEAVY OVER23UP TO32 -

008 P1              OU ZAG*ZAG F 0EF XSPS ADT SSR  HRK746.00  OK
    SPORTING EQUIPMENT SMALL -

009 P1              OU ZAG*ZAG F 0EH XSPL ADT SSR  HRK1492.00
    SPORTING EQUIPMENT LARGE -

010 P1              OU ZAG*ZAG F 0HT XSKI ADT SSR  HRK746.00  OK
    SKI EQUIPMENT -
    
```

## BOOK AND PRICE TRANSACTION FWK

- You can also use **Book and Price transaction** (FWK) using the ancillary services catalogue.
- The Book and Price transaction applies only after an ancillary catalogue request has been performed. For more information on the book and price transaction, see also: HE ANC

TO BOOK AND PRICE AN ITINERARY, FOLLOW THESE STEPS:

STEPS

-----

- 1 FXK, FOLLOWED BY
- 2 FWK

- EXAMPLE: Book and Price service from line 7 in the catalogue (followed by free text weight/dimension)

>FWK7 NN1-W-10KG D-20X30X20CM

## EXCESS BAGGAGE FEE (XBAG)

### A. Service description and purpose

→ This service is used for charging excess baggage, extra piece that do not exceed the standard size 158 cm (H plus L plus W) and standard weight 32 kg per piece in business class 23 kg per piece in economy class.

→ Service must be charged within 24 hours after the SSR created.

### B. Detailed EMD flow

**1/ Scenario:** Free baggage allowance for the following passenger is 1PC (max 23kg /up to 158cm). Passenger requesting for 1 extra piece (20kg/dim 50X50X50cm)

Excess Baggage calculation for the following scenario: CHARGE FOR EXTRA PIECE IS EUR75.00

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  20FEB17/0946Z  4BFJ44
1.AMARYLLIS/BELLADONA MRS
2  OU 457 B 11APR 2 BRUZAG HK1          0945 1155  *1A/E*
3 APE AAAS.TEST@GMAIL.COM
4 TK OK20FEB/ZAGOU0988//ETOU
5 FA PAX 831-2302066322/ETOU/HRK2835.00/20FEB17/ZAGOU0988/7539
  0792/S2
6 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
7 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
8 FP CASH
9 FV PAX OU/S2

TKT-8312302066322          RCI-          1A LOC-4BFJ44
OD-BRUZAG SI-          FCPI-0  POI-ZAG  DOI-20FEB17  IOI-75390792
  1.AMARYLLIS/BELLADONA MRS  ADT          S I
1 OBRU OU 457  B 11APR0945 OK BOPTI1          O          1PC
  ZAG
FARE  F EUR          310.00
EQUIV  HRK          2328.00          BSR          7.51
TOTALTAX HRK          507.00
TOTAL  HRK          2835.00
/FC BRU OU ZAG331.44NUC331.44END ROE0.935287
FE FLT/CNX/CHG RESTRICTED CHECK FARE NOTE
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
    
```

## 2/ Booking

- SSR entry to be used >SR XBAG followed by free text weight/dimension  
It is mandatory to advise weight per piece in kg and 3 dim. in cm.
- OPW/OPC warning generated after >ER:  
Service must be charged within 24 hours after the SSR created
- The PNR is automatically placed to queue 1 category 14

```
>SR XBAG OU-1PC 20KG 50X50X50
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988      0B/SU 20FEB17/0946Z  4BFJ44
 1.AMARYLLIS/BELLADONA MRS
 2 OU 457 B 11APR 2 BRUZAG HK1      0945 1155  *1A/E*
 3 APE AAAS.TEST@GMAIL.COM
 4 TK OK20FEB/ZAGOU0988//ETOU
 5 /SSR XBAG OU HK1 1PC 20KG 50X50X50/S2
 6 FA PAX 831-2302066322/ETOU/HRK2835.00/20FEB17/ZAGOU0988/7539
   0792/S2
 7 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
 8 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
 9 FP CASH
10 FV PAX OU/S2
```

```
>ER
WARNING: OU REQUIRES DOCUMENT BEFORE 21FEB:1207/E5
```

```
>ER
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988      0B/SU 20FEB17/1007Z  4BFJ44
 1.AMARYLLIS/BELLADONA MRS
 2 OU 457 B 11APR 2 BRUZAG HK1      0945 1155  *1A/E*
 3 APE AAAS.TEST@GMAIL.COM
 4 TK OK20FEB/ZAGOU0988//ETOU
 5 /SSR XBAG OU HK1 1PC 20KG 50X50X50/S2
 6 OPW-20FEB:1207/1C14/OU REQUIRES DOCUMENT ON OR BEFORE
   21FEB:1207/E5
 7 OPC-21FEB:1207/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E5
 8 FA PAX 831-2302066322/ETOU/HRK2835.00/20FEB17/ZAGOU0988/7539
   0792/S2
 9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
10 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
11 FP CASH
12 FV PAX OU/S2
```

## 3/ Pricing

- TST must exist
- TSM-P automatic creation: FXG entry
  - Informative pricing, TSM-P not created

```
>FXH
FXH
PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (HRK)FARE    TAX          TOTAL
01 AMARYLLIS/BELLA ADT
0IJ XBAG  1 OU457  11APR HRK563.00          HRK563.00
```

OU EMD distribution guidelines

- Confirmed pricing, TSM-P created

>FXG

FXG

PASSENGER	PTC	-----						
OC	SRV	NP	PR	FLGT	DATE	(HRK)FARE	TAX	TOTAL
01	AMARYLLIS/BELLA	ADT						
01J	XBAG	1	OU457	11APR		HRK563.00		HRK563.00

>ER

--- TST TSM RLR ---

RP/ZAGOU0988/ZAGOU0988 0B/SU 20FEB17/1029Z 4BFJ44

1.AMARYLLIS/BELLADONA MRS

2 OU 457 B 11APR 2 BRUZAG HK1 0945 1155 \*1A/E\*

3 APE AAAS.TEST@GMAIL.COM

4 TK OK20FEB/ZAGOU0988//ETOU

5 /SSR XBAG OU HK1 1PC 20KG 50X50X50/S2

6 OPW-20FEB:1207/1C14/OU REQUIRES DOCUMENT ON OR BEFORE  
21FEB:1207/E5

7 OPC-21FEB:1207/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E5

8 FA PAX 831-2302066322/ETOU/HRK2835.00/20FEB17/ZAGOU0988/7539  
0792/S2

9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2

10 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2

11 FP CASH

12 FV PAX OU/S2

-TSM-P display

>TQM

TSM 1 TYPE P ZAGOU0988 0B/20FEB 00 INT I EMD-A CARR OU

1.AMARYLLIS/BELLADONA MRS

RFIC-C/B BAGGAGE

1. RFISC-0IJ EXCESS PIECE L 5

OPERATING CC-OU FEE OWNER-OU ORIGIN-BRU DEST-ZAG

SERVICE REMARKS-X7

EXCESS BAGGAGE-1 PC RATE PER UNIT HRK 0.00

NON REFUNDABLE

ADD INF/RKS:

FARE	F	HRK	563.00	
EXCH VAL		HRK	563.00	
TOTAL		HRK	563.00	BSR 7.510000000
FC	BRU	OU	ZAG563.00	HRK563.00END

→ Insert form of payment /update TSM-P

>TMI/FP-CASH

TSM 1 TYPE P ZAGOU0988 0B/20FEB 00 INT I EMD-A CARR OU  
1.AMARYLLIS/BELLADONA MRS  
RFIC-C/B BAGGAGE  
1. RFISC-0IJ EXCESS PIECE L 5  
OPERATING CC-OU FEE OWNER-OU ORIGIN-BRU DEST-ZAG  
SERVICE REMARKS-X7  
EXCESS BAGGAGE-1 PC RATE PER UNIT HRK 0.00  
NON REFUNDABLE

ADD INF/RKS:

FARE F HRK 563.00  
EXCH VAL HRK 563.00  
  
TOTAL HRK 563.00 BSR 7.51000000  
FC BRU OU ZAG563.00HRK563.00END  
FP CASH

4/ Issuance

>TTM/RT

OK EMD WELL ISSUED

>RT

--- TST TSM RLR ---  
RP/ZAGOU0988/ZAGOU0988 0B/SU 20FEB17/1036Z 4BFJ44  
1.AMARYLLIS/BELLADONA MRS  
2 OU 457 B 11APR 2 BRUZAG HK1 0945 1155 \*1A/E\*  
3 APE AAAS.TEST@GMAIL.COM  
4 TK OK20FEB/ZAGOU0988//ETOU  
5 /SSR XBAG OU HK1 1PC 20KG 50X50X50/S2  
6 FA PAX 831-2302066322/ETOU/HRK2835.00/20FEB17/ZAGOU0988/7539  
0792/S2  
7 FA PAX 831-820000734/DTOU/HRK563.00/20FEB17/ZAGOU0988/75390  
792/E5  
8 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2  
9 FB PAX 0000000000 TTM/RT OK EMD WELL ISSUED/E5  
10 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2  
11 FP CASH  
12 FV PAX OU/S2

**5/ EMD display (EWD)**

- EMD status at issuance for this service is "open".
- Please see below display of issued EMD

```
>EWD
EMD-8318200000734      TYPE-A      SYS-1A  LOC-4BFJ44
INT-I      FCI-0  0      POI-ZAG      DOI-20FEB17      IOI-75390792
PAX- AMARYLLIS/BELLADONA MRS      ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0IJ  OU BRUZAG  S-O
DESCRIPTION-EXCESS PIECE
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066322E1      (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-HRK      0.00
SERVICE REMARKS-X7
FARE  F      HRK      563.00
BR      7.510000000
EXCH VAL HRK      563.00      RFND VAL
TAX-
TOTAL      HRK      563.00
/FC BRU OU ZAG563.00HRK563.00END
FP CASH
FOID-
>
```

## FREE PIECE BIGGER over 158cm (XBIG)

### A. Service description and purpose

- This service is used for charging excess baggage.
- Baggage included in free baggage allowance but exceed the standard size 158 cm (H plus L plus W)
- Service must be charged within 24 hours after the SSR created.

### B. Detailed EMD flow

**1/ Scenario:** Free baggage allowance for the following passenger is 1PC (max 23kg /up to 158cm). Passenger hold one bag 20kg / 120x60x60 (over 158cm).

Excess Baggage calculation for the following scenario: FREE PIECE BIGGER: EUR 75

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  20FEB17/1152Z  4BFPZ9
 1.ANEMONE/LADY MRS
 2 OU 653 M 20MAY 6 SPUZAG HK1      1600 1650  *1A/E*
 3 OU 436 M 20MAY 6 ZAGMUC HK1      1840 1955  *1A/E*
 4 APE AAAS.TEST@GMAIL.COM
 5 TK OK20FEB/ZAGOU0988//ETOU
 6 FA PAX 831-2302066323/ETOU/HRK2706.50/20FEB17/ZAGOU0988/7539
   0792/S2-3
 7 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2-3
 8 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
 9 FP INV
10 FV PAX OU/S2-3
>TWD
TKT-8312302066323          RCI-          1A LOC-4BFPZ9
OD-SPUMUC SI-          FCPI-1   POI-ZAG   DOI-20FEB17   IOI-75390792
 1.ANEMONE/LADY MRS          ADT          S I
 1 OSPU OU 653   M 20MAY1600 OK MOPTI1          O          1PC
 2 XZAG OU 436   M 20MAY1840 OK MOPTI1          O          1PC
   MUC
FARE   F EUR          288.00
EQUIV  HRK          2163.00          BSR          7.51
TOTALTAX HRK          543.50
TOTAL   HRK          2706.50
/FC SPU OU X/ZAG OU MUC307.92NUC307.92END ROE0.935287
FE FLT/CNX/CHG RESTRICTED CHECK FARE NOTE
FP INV
FOR TAX/FEE DETAILS USE TWD/TAX

```



## 2/ Booking

- SSR entry to be used - mandatory to advise weight per piece in kg and 3 dim.in cm.
- OPW/OPC warning generated after >ER: Service must be charged within 24 hours after the SSR created.

```
>SR XBIG OU-W-20KG D-120x60x60CM
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  20FEB17/1152Z  4BFPZ9
 1.ANEMONE/LADY MRS
 2  OU 653 M 20MAY 6 SPUZAG HK1          1600 1650  *1A/E*
 3  OU 436 M 20MAY 6 ZAGMUC HK1          1840 1955  *1A/E*
 4 APE AAAS.TEST@GMAIL.COM
 5 TK OK20FEB/ZAGOU0988//ETOU
 6 /SSR XBIG OU HN1 W-20KG D-120X60X60CM/S2
 7 /SSR XBIG OU HN1 W-20KG D-120X60X60CM/S3
 8 FA PAX 831-2302066323/ETOU/HRK2706.50/20FEB17/ZAGOU0988/7539
   0792/S2-3
 9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2-3
10 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
11 FP INV
12 FV PAX OU/S2-3
```

>ER  
**WARNING: OU REQUIRES DOCUMENT BEFORE 21FEB:1354/E6-7**

```
>ER
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  20FEB17/1154Z  4BFPZ9
 1.ANEMONE/LADY MRS
 2  OU 653 M 20MAY 6 SPUZAG HK1          1600 1650  *1A/E*
 3  OU 436 M 20MAY 6 ZAGMUC HK1          1840 1955  *1A/E*
 4 APE AAAS.TEST@GMAIL.COM
 5 TK OK20FEB/ZAGOU0988//ETOU
 6 /SSR XBIG OU HK1 W-20KG D-120X60X60CM/S2
 7 /SSR XBIG OU HK1 W-20KG D-120X60X60CM/S3
 8 OPW-20FEB:1354/1C14/OU REQUIRES DOCUMENT ON OR BEFORE
   21FEB:1354/E6-7
 9 OPC-21FEB:1354/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E6-7
10 FA PAX 831-2302066323/ETOU/HRK2706.50/20FEB17/ZAGOU0988/7539
   0792/S2-3
11 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2-3
12 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
13 FP INV
14 FV PAX OU/S2-3
```

## 3/ Pricing

- TST must exist
- TSM-P automatic creation: FXG entry

```
>FXG
FXG

PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (HRK)FARE    TAX          TOTAL

01 ANEMONE/LADY MR ADT
0ID XBIG  1 OU653  20MAY
0ID XBIG  1 OU436  20MAY HRK563.00          HRK563.00
```

→Insert FOP/update TSM-P

```

>TMI/FP-INV
TSM      1  TYPE P      ZAGOU0988 0B/20FEB 00 INT I EMD-A CARR OU
1.ANEMONE/LADY MRS
RFIC-C/O  BAGGAGE
1. RFISC-0ID FREE PIECE BIGGER OVER158CM                                L 6
   OPERATING CC-OU FEE OWNER-OU                                ORIGIN-SPU DEST-ZAG
   SERVICE REMARKS-X9
   EXCESS BAGGAGE-1    PC RATE PER UNIT  HRK      0.00
   NON REFUNDABLE
2. RFISC-0ID FREE PIECE BIGGER OVER158CM                                L 7
   OPERATING CC-OU FEE OWNER-OU                                ORIGIN-ZAG DEST-MUC
   SERVICE REMARKS-X9
   EXCESS BAGGAGE-1    PC RATE PER UNIT  HRK      0.00
   NON REFUNDABLE

ADD INF/RKS:

FARE      F  HRK      563.00
EXCH VAL   HRK      563.00

TOTAL      HRK      563.00   BSR  7.510000000
FC  SPU OU X/ZAG OU MUC563.00HRK563.00END

FP  INV
    
```

**4/ Issuance**

>TTM/RT  
OK EMD WELL ISSUED

```

>RT
--- TST TSM RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  21FEB17/0756Z  4BFPZ9
1.ANEMONE/LADY MRS
2  OU 653 M 20MAY 6 SPUZAG HK1          1600 1650  *1A/E*
3  OU 436 M 20MAY 6 ZAGMUC HK1          1840 1955  *1A/E*
4 AP TEST
5 TK OK20FEB/ZAGOU0988//ETOU
6 /SSR XBIG OU HK1 W-20KG D-120X60X60CM/S2
7 /SSR XBIG OU HK1 W-20KG D-120X60X60CM/S3
8 FA PAX 831-2302066323/ETOU/HRK2706.50/20FEB17/ZAGOU0988/7539
   0792/S2-3
9 FA PAX 831-8200000736/DTOU/HRK563.00/21FEB17/ZAGOU0988/75390
   792/E6-7
10 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2-3
11 FB PAX 0000000000 TTM/RT OK EMD WELL ISSUED/E6-7
12 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
13 FP INV
14 FV PAX OU/S2-3
    
```

**5/ EMD display (EWD)**

- EMD status at issuance for this service is "open".
- Please see below display of issued EMD

```
>EWD
EMD-8318200000736      TYPE-A      SYS-1A  LOC-4BFPZ9
INT-I      FCI-0  0      POI-ZAG      DOI-21FEB17      IOI-75390792
PAX- ANEMONE/LADY MRS      ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0ID  OU SPUZAG  S-O
DESCRIPTION-FREE PIECE BIGGER OVER158CM
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066323E1      (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-HRK      0.00
SERVICE REMARKS-X9
CPN-2  RFISC-0ID  OU ZAGMUC  S-O
DESCRIPTION-FREE PIECE BIGGER OVER158CM
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066323E2      (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-HRK      0.00
SERVICE REMARKS-X9
FARE  F      HRK      563.00
BR      7.510000000
EXCH VAL HRK      563.00      RFND VAL
TAX-
TOTAL      HRK      563.00
/FC SPU OU X/ZAG OU MUC563.00HRK563.00END
FP INV
FOID-
```

## FREE PIECE HEAVY over 23kg up to 32 kg (XHVY)

### A. Service description and purpose

- This service is used for charging excess baggage.
- Baggage included in free baggage allowance but exceed the standard weight 23kg.
- Service must be charged within 24 hours after the SSR created.

### B. Detailed EMD flow

**1/ Scenario:** Free baggage allowance for the following passenger is 1PC (max 23kg /up to 158cm). Passenger holds one bag 29kg / 40x60x40cm (over 23kg)

Excess Baggage calculation for the following scenario: FREE PIECE HEAVY: EUR 50  
EMD charged and issued in PAR (Fare shown in EUR).

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 20FEB17/1304Z  4BFRHD
 1.LAVENDER/FRENCH MR
 2 OU 471 M 20APR 4 CDGZAG HK1      2D 1830 2020  *1A/E*
 3 AP TEST
 4 TK OK20FEB/ZAGOU0988//ETOU
 5 FA PAX 831-2302066325/ETOU/HRK1975.00/20FEB17/ZAGOU0988/7539
    0792/S2
 6 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
 7 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
 8 FP INV
 9 FV PAX OU/S2
>TWD
TKT-8312302066325          RCI-          1A LOC-4BFRHD
OD-PARZAG SI-          FCPI-0   POI-ZAG   DOI-20FEB17   IOI-75390792
 1.LAVENDER/FRENCH MR          ADT          S I
1 OCDG OU 471   M 20APR1830 OK MOPTI1          O          1PC
  ZAG
FARE   F EUR          192.00
EQUIV  HRK          1442.00          BSR          7.51
TOTALTAX HRK          533.00
TOTAL  HRK          1975.00
/FC PAR OU ZAG205.28NUC205.28END ROE0.935287
FE FLT/CNX/CHG RESTRICTED CHECK FARE NOTE
FP INV
    
```

## 2/ Booking

- SSR entry to be used - mandatory to advise weight per piece in kg and 3 dim.in cm.
- OPW/OPC warning generated after >ER: Service must be charged within 24 hours after the SSR created.

>SR XHVV OU-W-29KG D-40X60X40CM

--- TST RLR ---

RP/ZAGOU0988/ZAGOU0988 0B/SU 20FEB17/1304Z 4BFRHD

- 1.LAVENDER/FRENCH MR
- 2 OU 471 M 20APR 4 CDGZAG HK1 2D 1830 2020 \*1A/E\*
- 3 AP TEST
- 4 TK OK20FEB/ZAGOU0988//ETOU
- 5 /SSR XHVV OU HN1 W-29KG D-40X60X40CM/S2
- 6 FA PAX 831-2302066325/ETOU/HRK1975.00/20FEB17/ZAGOU0988/7539  
0792/S2
- 7 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
- 8 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
- 9 FP INV
- 10 FV PAX OU/S2

>ER

WARNING: OU REQUIRES DOCUMENT BEFORE 21FEB:1505/E5

>ER

--- TST RLR ---

RP/ZAGOU0988/ZAGOU0988 0B/SU 20FEB17/1305Z 4BFRHD

- 1.LAVENDER/FRENCH MR
- 2 OU 471 M 20APR 4 CDGZAG HK1 2D 1830 2020 \*1A/E\*
- 3 AP TEST
- 4 TK OK20FEB/ZAGOU0988//ETOU
- 5 /SSR XHVV OU HN1 W-29KG D-40X60X40CM/S2
- 6 OPW-20FEB:1505/1C14/OU REQUIRES DOCUMENT ON OR BEFORE  
21FEB:1505/E5
- 7 OPC-21FEB:1505/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E5
- 8 FA PAX 831-2302066325/ETOU/HRK1975.00/20FEB17/ZAGOU0988/7539  
0792/S2
- 9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
- 10 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
- 11 FP INV
- 12 FV PAX OU/S2

## 3/ Pricing

- TST must exist
- TSM-P automatic creation: FXG entry

>FXG

FXG/R, FC-EUR

PASSENGER	PTC	-----					
OC	SRV	NP	PR	FLGT DATE	(EUR)FARE	TAX	TOTAL
01	LAVENDER/FRENCH	ADT					
01K	XHVV	1	OU471	20APR	EUR50.00		EUR50.00

→Insert FOP/update TSM-P

>TMI/FP-INV

TSM 3 TYPE P ZAGOU0988 0B/20FEB 00 INT I EMD-A CARR OU  
1.LAVENDER/FRENCH MR  
RFIC-C/O BAGGAGE  
1. RFISC-0IK FREE PIECE HEAVY OVER 23KG UP TO 32KG L 5  
OPERATING CC-OU FEE OWNER-OU ORIGIN-CDG DEST-ZAG  
SERVICE REMARKS-X8  
EXCESS BAGGAGE-1 PC RATE PER UNIT EUR 0.00  
NON REFUNDABLE

ADD INF/RKS:

FARE F EUR 50.00  
EXCH VAL EUR 50.00  
  
TOTAL EUR 50.00  
FC PAR OU ZAG50.00EUR50.00END  
FP INV

4/ Issuance

>TTM/RT

OK EMD WELL ISSUED

>RT

--- TST TSM RLR ---  
RP/ZAGOU0988/ZAGOU0988 0B/SU 21FEB17/0800Z 4BFRHD  
1.LAVENDER/FRENCH MR  
2 OU 471 M 20APR 4 CDGZAG HK1 2D 1830 2020 \*1A/E\*  
3 AP TEST  
4 TK OK20FEB/ZAGOU0988//ETOU  
5 /SSR XHVY OU KK1 W-29KG D-40X60X40CM/S2  
6 FA PAX 831-2302066325/ETOU/HRK1975.00/20FEB17/ZAGOU0988/7539  
0792/S2  
7 FA PAX 831-8200000737/DTOU/EUR50.00/21FEB17/ZAGOU0988/753907  
92/E5  
8 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2  
9 FB PAX 0000000000 TTM/RT OK EMD WELL ISSUED/E5  
10 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2  
11 FP INV  
12 FV PAX OU/S2

**5/ EMD display (EWD)**

- EMD status at issuance for this service is "open".
- Please see below display of issued EMD

```
>EWD
EMD-8318200000737      TYPE-A                SYS-1A  LOC-4BFRHD
INT-I                  FCI-0  0                POI-ZAG      DOI-21FEB17      IOI-75390792
PAX- LAVENDER/FRENCH MR                                ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0IK  OU CDGZAG  S-O
DESCRIPTION-FREE PIECE HEAVY OVER 23KG UP TO 32KG
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066325E1      (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-EUR      0.00
SERVICE REMARKS-X8
FARE  F      EUR      50.00
EXCH VAL EUR      50.00      RFND VAL
TAX-
TOTAL      EUR      50.00
/FC PAR OU ZAG50.00EUR50.00END
FP INV
FOID-
```

## FREE PIECE BIGGER and HEAVY (XBAH) over 23kg-32kg and over 158cm

### A. Service description and purpose

- This service is used for charging excess baggage.
- Baggage included in free baggage allowance but exceed the standard weight 23kg and size 158cm
- Service must be charged within 24 hours after the SSR created.

### C. Detailed EMD flow

**1/ Scenario:** Free baggage allowance for the following passenger is 1PC (max 23kg /up to 158cm). Passenger holds one bag 27kg / 100X70X30CM (over 23kg and over 158cm)

Excess Baggage calculation for the following scenario: FREE PIECE HEAVY AND BIGGER: EUR150

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  20FEB17/1350Z  4BFURD
 1.ORCHID/PALAEOPSIS MRS
 2  OU 412 M 15APR 6 SPUFRA HK1          1300 1450  *1A/E*
 3 AP TEST
 4 TK OK20FEB/ZAGOU0988//ETOU
 5 FA PAX 831-2302066326/ETOU/HRK2829.00/20FEB17/ZAGOU0988/7539
   0792/S2
 6 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
 7 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
 8 FP INV
 9 FV PAX OU/S2

>TWD
TKT-8312302066326          RCI-          1A  LOC-4BFURD
OD-SPUFRA SI-          FCPI-0  POI-ZAG  DOI-20FEB17  IOI-75390792
 1.ORCHID/PALAEOPSIS MRS  ADT          S I
 1 OGPU OU 412  M 15APR1300 OK MFLEX1          O          1PC
  FRA
FARE  F EUR          320.00
EQUIV  HRK          2403.00          BSR          7.51
TOTALTAX HRK          426.00
TOTAL  HRK          2829.00
/FC SPU OU FRA342.14NUC342.14END ROE0.935287
FE FLT/CNX/CHG RESTRICTED CHECK FARE NOTE
FP INV
FOR TAX/FEE DETAILS USE TWD/TAX
    
```



## 2/ Booking

- SSR entry to be used - mandatory to advise weight per piece in kg and 3 dim.in cm.
- OPW/OPC warning generated after >ER: Service must be charged within 24 hours after the SSR created.

```

>SR XBAH OU-1PC W-27KG D-100X70X30CM
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 20FEB17/1350Z  4BFURD
 1.ORCHID/PALAEOPSIS MRS
 2 OU 412 M 15APR 6 SPUFRA HK1          1300 1450  *1A/E*
 3 AP TEST
 4 TK OK20FEB/ZAGOU0988//ETOU
 5 /SSR XBAH OU HN1 1PC W-27KG D-100X70X30CM/S2
 6 FA PAX 831-2302066326/ETOU/HRK2829.00/20FEB17/ZAGOU0988/7539
   0792/S2
 7 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
 8 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
 9 FP INV
10 FV PAX OU/S2
>ER
WARNING: OU REQUIRES DOCUMENT BEFORE 21FEB:1551/E5
>ER
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 20FEB17/1351Z  4BFURD
 1.ORCHID/PALAEOPSIS MRS
 2 OU 412 M 15APR 6 SPUFRA HK1          1300 1450  *1A/E*
 3 AP TEST
 4 TK OK20FEB/ZAGOU0988//ETOU
 5 /SSR XBAH OU HK1 1PC W-27KG D-100X70X30CM/S2
 6 OPW-20FEB:1551/1C14/OU REQUIRES DOCUMENT ON OR BEFORE
   21FEB:1551/E5
 7 OPC-21FEB:1551/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E5
 8 FA PAX 831-2302066326/ETOU/HRK2829.00/20FEB17/ZAGOU0988/7539
   0792/S2
 9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
10 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
11 FP INV
12 FV PAX OU/S2
>
    
```

## 3/ Pricing

- TST must exist
- TSM-P automatic creation: FXG entry

```

>FXG
FXG

PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (HRK)FARE    TAX          TOTAL

01 ORCHID/PALAEOP ADT
0IG XBAH  1 OU412  15APR HRK1127.00          HRK1127.00
    
```

→Insert FOP/update TSM-P

```

>TMI/FP-CASH
TSM 1 TYPE P ZAGOU0988 0B/21FEB 00 INT I EMD-A CARR OU
1.ORCHID/PALAEOPSIS MRS
RFIC-C/O BAGGAGE
1. RFISC-0IG FREE PIECE BIGGER AND HEAVY L 5
OPERATING CC-OU FEE OWNER-OU ORIGIN-SPU DEST-FRA
SERVICE REMARKS-X3
EXCESS BAGGAGE-1 PC RATE PER UNIT HRK 0.00
NON REFUNDABLE

ADD INF/RKS:

FARE F HRK 1127.00
EXCH VAL HRK 1127.00

TOTAL HRK 1127.00 BSR 7.51000000
FC SPU OU FRA1127.00HRK1127.00END
FP CASH
    
```

**4/ Issuance**

→Service must be confirmed

```

>TTM/RT
OK EMD WELL ISSUED
>RT
--- TST TSM RLR ---
RP/ZAGOU0988/ZAGOU0988 0B/SU 21FEB17/0810Z 4BFURD
1.ORCHID/PALAEOPSIS MRS
2 OU 412 M 15APR 6 SPUFRA HK1 1300 1450 *1A/E*
3 AP TEST
4 TK OK20FEB/ZAGOU0988//ETOU
5 /SSR XBAH OU HK1 1PC W-27KG D-100X70X30CM/S2
6 FA PAX 831-2302066326/ETOU/HRK2829.00/20FEB17/ZAGOU0988/7539
0792/S2
7 FA PAX 831-8200000738/DTOU/HRK1127.00/21FEB17/ZAGOU0988/7539
0792/E5
8 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
9 FB PAX 0000000000 TTM/RT OK EMD WELL ISSUED/E5
10 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
11 FP INV
12 FV PAX OU/S2
    
```

**5/ EMD display (EWD)**

→ EMD status at issuance for this service is "open".

```
>EWD
EMD-8318200000738      TYPE-A          SYS-1A  LOC-4BFURD
INT-I          FCI-0  0          POI-ZAG          DOI-21FEB17          IOI-75390792
PAX- ORCHID/PALAEOPSIS MRS          ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0IG  OU SPUFRA  S-O
DESCRIPTION-FREE PIECE BIGGER AND HEAVY
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066326E1          (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-HRK          0.00
SERVICE REMARKS-X3
FARE  F  HRK          1127.00
BR  7.510000000
EXCH VAL HRK          1127.00          RFND VAL
TAX-
TOTAL          HRK          1127.00
/FC SPU OU FRA1127.00HRK1127.00END
FP CASH
FOID-
```

## EXTRA PIECE BIGGER over 158cm (XPCB)

### A. Service description and purpose

- This service is used for charging excess baggage.
- Extra piece not included in free baggage allowance and exceed the standard size 158cm
- Service must be charged within 24 hours after the SSR created.

### B. Detailed EMD flow

1/ Scenario: Free baggage allowance for the following passenger is 1PC (max 23kg /up to 158cm). Passenger holds two bags, first bag 15kg / 50x20x30(within FBA) and second bag 15kg 100x60x60cm (Extra PC over 158cm).

Excess Baggage calculation for the following scenario: EXTRA PIECE BIGGER: EUR 175

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  21FEB17/0828Z  4BFUYC
 1. MAGNOLIA/MAY MR
 2  OU 451 B 14MAY 7 AMSZAG HK1      1120 1315  *1A/E*
 3  OU 380 B 14MAY 7 ZAGSPU HK1      1435 1525  *1A/E*
 4  AP TEST
 5  TK OK20FEB/ZAGOU0988
 6  /SSR XPCB OU HK1 1PC W-15KG D-100X60X60CM/S2
 7  /SSR XPCB OU HK1 1PC W-15KG D-100X60X60CM/S3
 8  OPW-20FEB:1555/1C14/OU REQUIRES DOCUMENT ON OR BEFORE
    21FEB:1555/E6-7
 9  OPC-21FEB:1555/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E6-7
10  FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
11  FP INV
12  FV PAX OU/S2-3
    
```

## 2/ Booking

- SSR entry to be used - mandatory to advise weight per piece in kg and 3 dim.in cm.
- OPW/OPC warning generated after >ER: Service must be charged within 24 hours after the SSR created.

```
>SR XPCB OU-1PC W-15KG D-100X60X60CM
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988      AA/SU  20FEB17/1354Z  4BFUYC
 1. MAGNOLIA/MAY MR
 2  OU 451 B 14MAY 7 AMSZAG HK1      1120 1315  *1A/E*
 3  OU 380 B 14MAY 7 ZAGSPU HK1     1435 1525  *1A/E*
 4 AP TEST
 5 TK OK20FEB/ZAGOU0988
 6 /SSR XPCB OU HN1 1PC W-15KG D-100X60X60CM/S2
 7 /SSR XPCB OU HN1 1PC W-15KG D-100X60X60CM/S3
 8 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
 9 FP INV
10 FV PAX OU/S2-3
```

```
>ER
WARNING: OU REQUIRES DOCUMENT BEFORE 21FEB:1555/E6-7
```

```
>ER
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988      0B/SU  20FEB17/1355Z  4BFUYC
 1. MAGNOLIA/MAY MR
 2  OU 451 B 14MAY 7 AMSZAG HK1      1120 1315  *1A/E*
 3  OU 380 B 14MAY 7 ZAGSPU HK1     1435 1525  *1A/E*
 4 AP TEST
 5 TK OK20FEB/ZAGOU0988
 6 /SSR XPCB OU HN1 1PC W-15KG D-100X60X60CM/S2
 7 /SSR XPCB OU HN1 1PC W-15KG D-100X60X60CM/S3
 8 OPW-20FEB:1555/1C14/OU REQUIRES DOCUMENT ON OR BEFORE
   21FEB:1555/E6-7
 9 OPC-21FEB:1555/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E6-7
10 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
11 FP INV
12 FV PAX OU/S2-3
```

## 3/ Pricing

- TST must exist
- TSM-P automatic creation: FXG entry

```
>FXG
FXG

PASSENGER          PTC -----
OC  SRV   NP PR FLGT DATE (HRK)FARE    TAX          TOTAL

01 MAGNOLIA/MAY MR ADT
0FA XPCB   1 OU451   14MAY
0FA XPCB   1 OU380   14MAY HRK1314.00          HRK1314.00
```

→Insert FOP/update TSM-P

```

>TMI/FP-CCVIXXXXXXXXXXXXX1111/1017/N123
TSM 1 TYPE P ZAGOU0988 0B/21FEB 00 INT I EMD-A CARR OU
1.MAGNOLIA/MAY MR
RFIC-C/O BAGGAGE
1. RFISC-0FA EXTRA PIECE BIGGER OVER 158CM L 6
OPERATING CC-OU FEE OWNER-OU ORIGIN-AMS DEST-ZAG
SERVICE REMARKS-236X
EXCESS BAGGAGE-1 PC RATE PER UNIT HRK 0.00
NON REFUNDABLE
2. RFISC-0FA EXTRA PIECE BIGGER OVER 158CM L 7
OPERATING CC-OU FEE OWNER-OU ORIGIN-ZAG DEST-SPU
SERVICE REMARKS-236X
EXCESS BAGGAGE-1 PC RATE PER UNIT HRK 0.00
NON REFUNDABLE

ADD INF/RKS:

FARE F HRK 1314.00
EXCH VAL HRK 1314.00

TOTAL HRK 1314.00 BSR 7.510000000
FC AMS OU X/ZAG OU SPU1314.00HRK1314.00END
FP CCVIXXXXXXXXXXXXX1111/1017/N123
    
```

**4/ Issuance**

→Service must be confirmed

```

>TTP/TTM/RT
OK ETICKET/EMD WELL ISSUED
>RT
--- TST TSM RLR ---
RP/ZAGOU0988/ZAGOU0988 0B/SU 21FEB17/0834Z 4BFUYC
1.MAGNOLIA/MAY MR
2 OU 451 B 14MAY 7 AMSZAG HK1 1120 1315 *1A/E*
3 OU 380 B 14MAY 7 ZAGSPU HK1 1435 1525 *1A/E*
4 AP TEST
5 TK OK21FEB/ZAGOU0988//ETOU
6 /SSR XPCB OU HK1 1PC W-15KG D-100X60X60CM/S2
7 /SSR XPCB OU HK1 1PC W-15KG D-100X60X60CM/S3
8 FA PAX 831-2302066327/ETOU/HRK2993.00/21FEB17/ZAGOU0988/7539
0792/S2-3
9 FA PAX 831-8200000739/DTOU/HRK1314.00/21FEB17/ZAGOU0988/7539
0792/E6-7
10 FB PAX 0000000000 TTP/TTM/RT OK ETICKET/EMD WELL ISSUED/S2-3
11 FB PAX 0000000001 TTP/TTM/RT OK ETICKET/EMD WELL ISSUED/E6-7
12 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
13 FP INV
14 FV PAX OU/S2-3
    
```

**5/ EMD display (EWD)**

→ EMD status at issuance for this service is "open".

```

>EWD
EMD-8318200000739      TYPE-A                SYS-1A  LOC-4BFUYC
INT-I          FCI-0  0          POI-ZAG          DOI-21FEB17          IOI-75390792
PAX- MAGNOLIA/MAY MR                                ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0FA  OU AMSZAG  S-O
DESCRIPTION-EXTRA PIECE BIGGER OVER 158CM
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066327E1          (A)
EXCESS BAGGAGE-    1 N RATE PER UNIT-HRK          0.00
SERVICE REMARKS-236X
CPN-2  RFISC-0FA  OU ZAGSPU  S-O
DESCRIPTION-EXTRA PIECE BIGGER OVER 158CM
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066327E2          (A)
EXCESS BAGGAGE-    1 N RATE PER UNIT-HRK          0.00
SERVICE REMARKS-236X
FARE   F   HRK          1314.00
                                BR   7.510000000
EXCH VAL HRK    1314.00      RFND VAL
TAX-
TOTAL          HRK          1314.00
/FC AMS OU X/ZAG OU SPU1314.00HRK1314.00END
FP CCVIXXXXXXXXXXXXXX1111/1017/N123
FOID-
>
    
```

**ETKT display**

```

>TWD
TKT-8312302066327      RCI-                1A  LOC-4BFUYC
OD-AMSSPU  SI-          FCPI-0  POI-ZAG  DOI-21FEB17  IOI-75390792
  1.MAGNOLIA/MAY MR                                ADT          S I
  1 OAMS OU 451   B 14MAY1120 OK BFLEX1          O          1PC
  2 XZAG OU 380   B 14MAY1435 OK BFLEX1          O          1PC
  SPU
FARE   F  EUR          322.00
EQUIV   HRK          2418.00      BSR          7.51
TOTALTAX HRK          575.00
TOTAL   HRK          2993.00
/FC AMS OU X/ZAG OU SPU344.27NUC344.27END ROE0.935287
FE FLT/CNX/CHG RESTRICTED CHECK FARE NOTE
FP INV
FOR TAX/FEE DETAILS USE TWD/TAX
IN CONNECTION WITH:
1. 831-8200000739E1(A)
2. 831-8200000739E2(A)
    
```

## EXTRA PIECE HEAVY over 23kg up to 32kg (XPCH)

### A. Service description and purpose

→ This service is used for charging excess baggage.

Extra piece not included in free baggage allowance and exceed the standard weight 23kg.

→ Service must be charged within 24 hours after the SSR created.

1/ Scenario: Free baggage allowance for the following passenger is 1PC (max 23kg /up to 158cm). Passenger hold two bags, first bag 15kg / 50x20x30(within FBA) and second bag 30kg 40X50X50cm (Extra PC over 23kg)

Excess Baggage calculation for the following scenario: EXTRA PIECE BIGGER HRK 425 (340 + 25% VAT)

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  20FEB17/1358Z  4BFU6T
 1.DAFFODIL/NARCIS MR
 2 OU 667 J 10AUG 4 DBVZAG HK1      1345 1440  *1A/E*
 3 AP TEST
 4 TK OK20FEB/ZAGOU0988
 5 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
 6 FV PAX OU/S2
    
```

### 2/ Booking

→ SSR entry to be used – mandatory to advise weight per piece in kg and 3 dim. in cm.

→ OPW/OPC warning generated after >ER: Service must be charged within 24 hours after the SSR created.

```

>SR XPCH OU-1PC W-30KG D40X50X50CM
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  20FEB17/1358Z  4BFU6T
 1.DAFFODIL/NARCIS MR
 2 OU 667 J 10AUG 4 DBVZAG HK1      1345 1440  *1A/E*
 3 AP TEST
 4 TK OK20FEB/ZAGOU0988
 5 /SSR XPCH OU HN1 1PC W-30KG D40X50X50CM/S2
 6 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
 7 FV PAX OU/S2

>ER
WARNING: OU REQUIRES DOCUMENT BEFORE 21FEB:1559/E5
>ER
--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  20FEB17/1359Z  4BFU6T
 1.DAFFODIL/NARCIS MR
 2 OU 667 J 10AUG 4 DBVZAG HK1      1345 1440  *1A/E*
 3 AP TEST
 4 TK OK20FEB/ZAGOU0988
 5 /SSR XPCH OU HN1 1PC W-30KG D40X50X50CM/S2
 6 OPW-20FEB:1559/1C14/OU REQUIRES DOCUMENT ON OR BEFORE
   21FEB:1559/E5
 7 OPC-21FEB:1559/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E5
 8 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
 9 FV PAX OU/S2
    
```



### 3/ Pricing

- TST must exist
- TSM-P automatic creation: FXG entry

**>FXG**

FXG

PASSENGER	PTC	-----						
OC	SRV	NP	PR	FLGT	DATE	(HRK)FARE	TAX	TOTAL
01	DAFFODIL/NARCIS	ADT						
0FM	XPCH	1	OU667	10AUG	HRK425.00			HRK425.00

- Insert FOP/update TSM-P

**>TMI/FP-INV**

TSM 1 TYPE P ZAGOU0988 0B/21FEB 00 INT D EMD-A CARR OU  
 1.DAFFODIL/NARCIS MR  
 RFIC-C/O BAGGAGE  
 1. RFISC-0FM EXTRA PIECE HEAVY OVER23KG UP TO 32KG L 5  
 OPERATING CC-OU FEE OWNER-OU ORIGIN-DBV DEST-ZAG  
 SERVICE REMARKS-326U  
 EXCESS BAGGAGE-1 PC RATE PER UNIT HRK 0.00  
 NON REFUNDABLE

ADD INF/RKS:

FARE	F	HRK	340.00
EXCH VAL		HRK	425.00
TAX001	X	HRK	85.00ZS
TOTAL		HRK	425.00
FC	DBV	OU	ZAG340.00HRK340.00END
FP		INV	

### 4/ Issuance

- Service must be confirmed

**>TTM/RT**

**OK EMD WELL ISSUED**

**>RT**

--- TST TSM RLR ---  
 RP/ZAGOU0988/ZAGOU0988 0B/SU 21FEB17/0843Z 4BFU6T  
 1.DAFFODIL/NARCIS MR  
 2 OU 667 J 10AUG 4 DBVZAG HK1 1345 1440 \*1A/E\*  
 3 AP TEST  
 4 TK OK21FEB/ZAGOU0988//ETOU  
 5 /SSR XPCH OU HK1 1PC W-30KG D40X50X50CM/S2  
 6 FA PAX 831-2302066328/ETOU/HRK680.00/21FEB17/ZAGOU0988/75390  
 792/S2  
 7 FA PAX 831-820000740/DTOU/HRK425.00/21FEB17/ZAGOU0988/75390  
 792/E5  
 8 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2  
 9 FB PAX 0000000000 TTM/RT OK EMD WELL ISSUED/E5  
 10 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2  
 11 FP INV  
 12 FV PAX OU/S2

**5/ EMD display (EWD)**

→ EMD status at issuance for this service is "open".

```
>EWD
EMD-8318200000740      TYPE-A                SYS-1A  LOC-4BFU6T
INT-D      FCI-0  0          POI-ZAG          DOI-21FEB17      IOI-75390792
PAX- DAFFODIL/NARCIS MR                                ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0FM  OU DBVZAG  S-O
DESCRIPTION-EXTRA PIECE HEAVY OVER23KG UP TO 32KG
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066328E1          (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-HRK          0.00
SERVICE REMARKS-326U
FARE      F      HRK          340.00
EXCH VAL HRK          425.00      RFND VAL
TAX-01 X      ZS          85.00
TOTAL      HRK          425.00
/FC DBV OU ZAG340.00HRK340.00END
FP INV
FOID-
```

## EXTRA PIECE BIGGER and HEAVY (XPBH) over 23kg-32kg and over 158cm

### A. Service description and purpose

→ This service is used for charging excess baggage.

Extra piece not included in free baggage allowance and exceed the standard weight 23kg and size 158cm

→ Service must be charged within 24 hours after the SSR created.

**1/ Scenario:** Free baggage allowance for the following passenger is 1PC (max 23kg /up to 158cm). Passenger holding two bags, first bag 15kg/50x20x30(within FBA) and second bag 29kg 100X40X70cm on flight OU4457, EMD issd in BRU.

Excess Baggage calculation for the following scenario: EXTRA PIECE HEAVY AND BIGGER: EUR 225

### 2/ Booking

→ SSR entry to be used - mandatory to advise weight per piece in kg and 3 dim. in cm.

→ OPW/OPC warning generated after >ER: Service must be charged within 24 hours after the SSR created.

>SR XPBH OU-1PC W-29KG D-100X40X70CM/S3 →SSR added for selected segment

--- TST RLR ---

RP/ZAGOU0988/ZAGOU0988                      0B/SU 20FEB17/1402Z 4BFVBT  
 1.CAMELLIA/MULTIFLORA MRS  
 2 OU 456 M 17MAY 3 ZAGBRU HK1                      0620 0840 \*1A/E\*  
 3 OU4457 M 21MAY 7 BRUZAG HK1                      1830 2040 \*1A/E\*  
 4 AP TEST  
 5 TK OK20FEB/ZAGOU0988  
 6 /SSR XPBH OU HN1 1PC W-29KG D-100X40X70CM/S3  
 7 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3  
 8 FP INV  
 9 FV PAX OU/S2-3

>ER

WARNING: OU REQUIRES DOCUMENT BEFORE 21FEB:1603/E6

>ER

--- TST RLR ---

RP/ZAGOU0988/ZAGOU0988                      0B/SU 20FEB17/1403Z 4BFVBT  
 1.CAMELLIA/MULTIFLORA MRS  
 2 OU 456 M 17MAY 3 ZAGBRU HK1                      0620 0840 \*1A/E\*  
 3 OU4457 M 21MAY 7 BRUZAG HK1                      1830 2040 \*1A/E\*  
 4 AP TEST  
 5 TK OK20FEB/ZAGOU0988  
 6 /SSR XPBH OU HN1 1PC W-29KG D-100X40X70CM/S3  
 7 OPW-20FEB:1603/1C14/OU REQUIRES DOCUMENT ON OR BEFORE  
     21FEB:1603/E6  
 8 OPC-21FEB:1603/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E6  
 9 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3  
 10 FP INV  
 11 FV PAX OU/S2-3

### 3/ Pricing

- TST must exist
- TSM-P automatic creation: FXG entry

**>FXG**

FXG/R, FC-EUR

PASSENGER	PTC	-----						
OC	SRV	NP	PR	FLGT	DATE	(EUR)FARE	TAX	TOTAL
01	CAMELLIA/MULTIF	ADT						
0FJ	XPBH	1	OU4457	21MAY		EUR225.00		EUR225.00

- Insert FOP/update TSM-P

**>TMI/FP-CASH**

TSM 1 TYPE P ZAGOU0988 0B/21FEB 00 INT I EMD-A CARR OU  
 1.CAMELLIA/MULTIFLORA MRS  
 RFIC-C/O BAGGAGE  
 1. RFISC-0FJ EXTRA PIECE BIGGER AND HEAVY L 6  
 OPERATING CC-OU FEE OWNER-OU ORIGIN-BRU DEST-ZAG  
 SERVICE REMARKS-326X  
 EXCESS BAGGAGE-1 PC RATE PER UNIT EUR 0.00  
 NON REFUNDABLE

ADD INF/RKS:

FARE	F	EUR	225.00
EXCH VAL		EUR	225.00
TOTAL		EUR	225.00

FC BRU OU ZAG225.00EUR225.00END  
 FP CASH

### 4/ Issuance

- Service must be confirmed

**>TTM/RT**

OK EMD WELL ISSUED

>RT

--- TST TSM RLR ---  
 RP/ZAGOU0988/ZAGOU0988 0B/SU 21FEB17/0909Z 4BFVBT  
 1.CAMELLIA/MULTIFLORA MRS  
 2 OU 456 M 17MAY 3 ZAGBRU HK1 0620 0840 \*1A/E\*  
 3 OU4457 M 21MAY 7 BRUZAG HK1 1830 2040 \*1A/E\*  
 4 AP TEST  
 5 TK OK21FEB/ZAGOU0988//ETOU  
 6 /SSR XPBH OU HK1 1PC W-29KG D-100X40X70CM/S3  
 7 FA PAX 831-2302066329/ETOU/HRK4023.00/21FEB17/ZAGOU0988/7539  
 0792/S2-3  
 8 FA PAX 831-8200000741/DTOU/EUR225.00/21FEB17/ZAGOU0988/75390  
 792/E6  
 9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2-3  
 10 FB PAX 0000000000 TTM/RT OK EMD WELL ISSUED/E6  
 11 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3  
 12 FP INV  
 13 FV PAX OU/S2-3

**5/ EMD display (EWD)**

→ EMD status at issuance for this service is "open".

```
>EWD
EMD-8318200000741      TYPE-A          SYS-1A  LOC-4BFVBT
INT-I          FCI-0  0          POI-ZAG          DOI-21FEB17          IOI-75390792
PAX- CAMELLIA/MULTIFLORA MRS          ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0FJ  OU BRUZAG  S-O
DESCRIPTION-EXTRA PIECE BIGGER AND HEAVY
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066329E2          (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-EUR          0.00
SERVICE REMARKS-326X
FARE  F  EUR          225.00
EXCH VAL EUR          225.00          RFND VAL
TAX-
TOTAL          EUR          225.00
/FC BRU OU ZAG225.00EUR225.00END
FP CASH
FOID-
```

## CHECKED BAGGAGE FIRST(FBAG) Up to 23kg

### A. Service description and purpose

- This service is used for charging excess baggage in conn. with EASY fares.
- EASY fares include one piece of HAND baggage up to 8 kgs free of charge with possibility for passenger to pay for first checked baggage up to 23 kgs
- Service must be charged within 24 hours after the SSR created.

```

--- TST ---
RP/ZAGOU0988/ZAGOU0988 0B/SU 31JUL17/0745Z TXBQFX
1.FIRST/BAG MR
2 OU 650 K 30SEP 6 ZAGSPU HK1 0630 0720 DH4 E 0 N
BUY ON BOARD SERVICE AVAILABLE
PLEASE INSERT CUSTOMER CONTACT SSR CTCM CTCE
SEE RTSVC
3 AP TEST
4 TK OK31JUL/ZAGOU0988
5 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
6 FP CASH
7 FV PAX OU/S2
>TQT
TST00001 ZAGOU0988 0B/31JUL I 0 LD 03AUG17 2359 OD ZAGSPU
T-E
FXP
1.FIRST/BAG MR
1 ZAG OU 650 K 30SEP 0630 OK KEASY OPC → bagg allowance 0
SPU
FARE F HRK 265.00
TX001 X HRK 55.00-YQAC TX002 X HRK 130.00-HRAE TX003 X HRK 5.00-MICA
TX004 X HRK 112.50-ZSGO
TOTAL HRK 567.50
GRAND TOTAL HRK 597.50
ZAG OU SPU265.00HRK265.00END
5.FE OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED
6.FP CASH
7.FV OU
    
```

### 1/ Booking/Pricing

- SSR entry to be used -mandatory to advice weight per piece in kg and 3 dim. in cm. or you can also book and price from the catalogue.
- OPW/OPC warning generated after >ER: Service must be charged within 24 hours after the SSR created.

```

>FXK
FXK
PASSENGER PR FROM-TO C SC SRV PTC BKM (HRK)TOTAL AV
FLIGHT RELATED
001 P1 OU ZAG-SPU F 0CC FBAG ADT SSR HRK100.00 OK
STD BAG1 CHECKED BAG FIRST -
    
```

**>FWK1**

--- TST TSM RLR ---

RP/ZAGOU0988/ZAGOU0988 0B/SU 31JUL17/0745Z TXBQFX

1.FIRST/BAG MR

2 OU 650 K 30SEP 6 ZAGSPU HK1 0630 0720 \*1A/E\*

3 AP TEST

4 TK OK31JUL/ZAGOU0988//ETOU

5 /SSR FBAG OU HK1/S2

6 OPW-31JUL:1038/1C14/OU REQUIRES DOCUMENT ON OR BEFORE  
01AUG:1038/E5

7 OPC-01AUG:1038/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E5

8 FA PAX 831-2302349593/ETOU/HRK567.50/31JUL17/ZAGOU0988/75390  
792/S2

9 FB PAX 0000000000 TTP/RT OK ETICKET/S2

10 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2

11 FP CASH

12 FV PAX OU/S2

**>TQM**

TSM 1 TYPE P ZAGOU0988 0B/31JUL 00 INT D EMD-A CARR OU

1.FIRST/BAG MR

RFIC-C/C BAGGAGE

1. RFISC-0CC CHECKED BAGGAGE FIRST L 5

OPERATING CC-OU FEE OWNER-OU ORIGIN-ZAG DEST-SPU

SERVICE REMARKS-B1

EXCESS BAGGAGE-1 PC RATE PER UNIT HRK 0.00

NON REFUNDABLE

ADD INF/RKS:

FARE F HRK 80.00

EXCH VAL HRK 100.00

TAX001 X HRK 20.00ZS

TOTAL HRK 100.00

FC ZAG OU SPU80.00HRK80.00END

→Insert FOP/update TSM-P

**>TMI/FP-CASH**

**2/ Issuance**

→Service must be confirmed

```
>TTM/RT
OK EMD
>RT
--- TST TSM RLR ---
RP/ZAGOU0988/ZAGOU0988 0B/SU 31JUL17/0747Z TXBQFX
1.FIRST/BAG MR
2 OU 650 K 30SEP 6 ZAGSPU HK1 0630 0720 *1A/E*
3 AP TEST
4 TK OK31JUL/ZAGOU0988//ETOU
5 /SSR FBAG OU HK1/S2
6 FA PAX 831-2302349593/ETOU/HRK567.50/31JUL17/ZAGOU0988/75390
792/S2
7 FA PAX 831-8200000753/DTOU/HRK100.00/31JUL17/ZAGOU0988/75390
792/E5
8 FB PAX 0000000000 TTP/RT OK ETICKET/S2
9 FB PAX 0000000000 TTM/RT OK EMD/E5
10 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
11 FP CASH
12 FV PAX OU/S2
```

**3/ EMD display (EWD)**

→EMD status at issuance for this service is "open".

```
>EWD
EMD-8318200000753 TYPE-A SYS-1A LOC-TXBQFX
INT-D FCI-0 0 POI-ZAG DOI-31JUL17 IOI-75390792
PAX- FIRST/BAG MR ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-0CC OU ZAGSPU S-O
DESCRIPTION-CHECKED BAGGAGE FIRST
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302349593E1 (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-HRK 0.00
SERVICE REMARKS-B1
FARE F HRK 80.00
EXCH VAL HRK 100.00 RFND VAL
TAX-01 X ZS 20.00
TOTAL HRK 100.00
/FC ZAG OU SPU80.00HRK80.00END
FP CASH
FOID
```



## SPORT EQUIPMENT

→ According to **PBHM**, all sports equipment is part of normal free baggage allowance (FBA) and is only charged if exceeding the FBA in weight and/or amount of pieces.

The max dimensions of 158 cm may be disregarded.

For the most common sports items a dedicated item charge "NORMAL" or "BIG" apply (see PBHM). Due to its volume and weight the number of sports equipment is restricted and must be pre-notified at time of reservation.

The transport of sports equipment is requested via respective SSR codes.

For definitions and charges please see >GGAIROU >GPBAG or visit OU web page [www.croatiaairlines.com](http://www.croatiaairlines.com)

## SKI EQUIPMENT (XSKI)

→ 1 SKI/SNOWBOARD EQUIPMENT in addition of the FBA is free of charge.

→ This service is used for charging excess baggage Ski equipment

**1/ Scenario:** Passenger hold 1 bag + 2 x SKI equipment. Additional ski equipment should be charged and booked as XSKI.

First SKI equipment which is free of charge should be booked as SPEQ.

Excess Baggage calculation for the following scenario: CHARGE AS SPORTING EQUIPMENT - "NORMAL" EUR 50.00

```
--- TST RLR ---  
RP/ZAGOU0988/ZAGOU0988          0B/SU 21FEB17/1207Z  4BHKTO  
1.FORGET/ME NOT MR  
2 OU 417 B 17MAR 5 FRAZAG HK1      1 0930 1055  *1A/E*  
3 AP ZAG +385 1 6160 276 - HELP DESK - A  
4 TK OK21FEB/ZAGOU0988  
5 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2  
6 FP CASH  
7 FV PAX OU/S2
```

**2/ Booking**

- SSR entry to be used - mandatory to advise weight per piece in kg and 3 dim. in cm.
- OPW/OPC warning generated after >ER: Service must be charged within 24 hours after the SSR created.

>SR XSKI OU-SKI EQUIP W-10KGS DIM130X30X20

--- TST RLR ---

RP/ZAGOU0988/ZAGOU0988 0B/SU 21FEB17/1236Z 4BHKTO

- 1.FORGET/ME NOT MR
- 2 OU 417 B 17MAR 5 FRAZAG HK1 1 0930 1055 \*1A/E\*
- 3 AP ZAG +385 1 6160 276 - HELP DESK - A
- 4 TK OK21FEB/ZAGOU0988
- 5 /SSR XSKI OU HK1 SKI EQUIP W-10KGS DIM130X30X20/S2
- 6 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
- 7 FP CASH
- 8 FV PAX OU/S2

>SR SPEQ OU-SKI EQUIPMENT W-10KGS DIM120X40X30

--- TST RLR ---

RP/ZAGOU0988/ZAGOU0988 0B/SU 21FEB17/1236Z 4BHKTO

- 1.FORGET/ME NOT MR
- 2 OU 417 B 17MAR 5 FRAZAG HK1 1 0930 1055 \*1A/E\*
- 3 AP ZAG +385 1 6160 276 - HELP DESK - A
- 4 TK OK21FEB/ZAGOU0988
- 5 /SSR XSKI OU HK1 SKI EQUIP W-10KGS DIM130X30X20/S2
- 6 SSR SPEQ OU HNI SKI EQUIPMENT W-10KGS DIM120X40X30/S2 → no slash "/" in front of the SSR
- 7 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
- 8 FP CASH
- 9 FV PAX OU/S2

>ER

WARNING: OU REQUIRES DOCUMENT BEFORE 22FEB:1436/E5-6

>ER

--- TST RLR ---

RP/ZAGOU0988/ZAGOU0988 0B/SU 21FEB17/1237Z 4BHKTO

- 1.FORGET/ME NOT MR
- 2 OU 417 B 17MAR 5 FRAZAG HK1 1 0930 1055 \*1A/E\*
- 3 AP ZAG +385 1 6160 276 - HELP DESK - A
- 4 TK OK21FEB/ZAGOU0988
- 5 /SSR XSKI OU HK1 SKI EQUIP W-10KGS DIM130X30X20/S2 → Additional XSKI should be charged
- 6 SSR SPEQ OU HNI SKI EQUIPMENT W-10KGS DIM120X40X30/S2
- 7 OPW-21FEB:1436/1C14/OU REQUIRES DOCUMENT ON OR BEFORE 22FEB:1436/E5-6
- 8 OPC-22FEB:1436/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E5-6
- 9 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
- 10 FP CASH
- 11 FV PAX OU/S2

**3/ Pricing**

- TST must exist
- TSM-P automatic creation: FXG entry

**>FXG/L5** → Priced by SSR element  
 FXG/L5

PASSENGER	PTC	-----						
OC	SRV	NP	PR	FLGT	DATE (HRK)	FARE	TAX	TOTAL
01	FORGET/ME	NOT	M	ADT				
0HT	XSKI	1	OU417	17MAR	HRK376.00			HRK376.00

→Insert FOP/update TSM-P

**>TMI/FP-INV**

TSM 1 TYPE P ZAGOU0988 0B/21FEB 00 INT I EMD-A CARR OU  
 1.FORGET/ME NOT MR  
 RFIC-C/J BAGGAGE  
 1. RFISC-0HT SKI EQUIPMENT L 5  
 OPERATING CC-OU FEE OWNER-OU ORIGIN-FRA DEST-ZAG  
 SERVICE REMARKS-SK32  
 EXCESS BAGGAGE-1 PC RATE PER UNIT HRK 0.00  
 NON REFUNDABLE

ADD INF/RKS:

FARE	F	HRK	376.00	
EXCH VAL		HRK	376.00	
TOTAL		HRK	376.00	BSR 7.510000000
FC	FRA	OU	ZAG376.00	HRK376.00END
FP	INV			

**4/ Issuance**

→ Service must be confirmed

```

>TTP/TTM/RT
OK ETICKET/EMD WELL ISSUED
>RT
--- TST TSM RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU  21FEB17/1303Z  4BHKTO
 1.FORGET/ME NOT MR
 2 OU 417 B 17MAR 5 FRAZAG HK1      1 0930 1055  *1A/E*
 3 AP ZAG +385 1 6160 276 - HELP DESK - A
 4 TK OK21FEB/ZAGOU0988//ETOU
 5 /SSR XSKI OU HK1 SKI EQUIP W-10KGS DIM130X30X20/S2
 6 SSR SPEQ OU HK1 SKI EQUIPMENT W-10KGS DIM120X40X30/S2
 7 FA PAX 831-2302066332/ETOU/HRK3204.00/21FEB17/ZAGOU0988/7539
   0792/S2
 8 FA PAX 831-820000744/DTOU/HRK376.00/21FEB17/ZAGOU0988/75390
   792/E5
 9 FB PAX 0000000000 TTP/TTM/RT OK ETICKET/EMD WELL ISSUED/S2
10 FB PAX 0000000001 TTP/TTM/RT OK ETICKET/EMD WELL ISSUED/E5
11 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S2
12 FP CASH
13 FV PAX OU/S2
    
```

**5/ EMD display (EWD)**

→ EMD status at issuance for this service is "open".

```

>EWD
EMD-8318200000744      TYPE-A                SYS-1A  LOC-4BHKTO
INT-I      FCI-0  0          POI-ZAG          DOI-21FEB17          IOI-75390792
PAX- FORGET/ME NOT MR                                ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0HT  OU FRAZAG  S-O
DESCRIPTION-SKI EQUIPMENT
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066332E1          (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-HRK          0.00
SERVICE REMARKS-SK32
FARE  F      HRK          376.00
                                BR  7.510000000
EXCH VAL HRK          376.00      RFND VAL
TAX-
TOTAL      HRK          376.00
/FC FRA OU ZAG376.00HRK376.00END
FP INV
FOID-
    
```

## SPORTING EQUIPMENT SMALL (XSPS) SPORTING EQUIPMENT LARGE (XSPL)

- XSPS is used for charging sports equipment designated in PBHM as "NORMAL".
- XSPL is used for charging sports equipment designated in PBHM as "BIG".

**1/ Scenario:** Two passengers traveling together

P1 holding additional sport bag FISSHING EQUIP W-5KG D-100X10X20

P2 holding additional sport equipment WINDSURF W-10KG D-110X70X40

Excess Baggage calculation for the following scenario: P1 XSPS EUR 50.00

P2 XSPL EUR 100.00

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 20FEB17/1406Z  4BFVHA
 1.PRIMROSE/RED MRS  2.PRIMROSE/YELLOW MR
 3  OU4437 B 18APR 2 MUCZAG HK2      2  0855 1005  *1A/E*
 4 AP TEST
 5 TK OK20FEB/ZAGOU0988
 6 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S3/P1-2
 7 FV PAX OU/S3/P1-2
    
```

### 2/ Booking

- SSR entry to be used - mandatory to advise weight per piece in kg and 3 dim. in cm.
- OPW/OPC warning generated after >ER: Service must be charged within 24 hours after the SSR created.

#### >SR XSPS OU-FISSHING EQUIP W-5KG D-100X10X20/P1

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 20FEB17/1406Z  4BFVHA
 1.PRIMROSE/RED MRS  2.PRIMROSE/YELLOW MR
 3  OU4437 B 18APR 2 MUCZAG HK2      2  0855 1005  *1A/E*
 4 AP TEST
 5 TK OK20FEB/ZAGOU0988
 6 /SSR XSPS OU HN1 FISSHING EQUIP W-5KG D-100X10X20/S3/P1
 7 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S3/P1-2
 8 FV PAX OU/S3/P1-2
    
```

#### >SR XSPL OU-WINDSURF W-10KG D-110X70X40/P2

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 20FEB17/1406Z  4BFVHA
 1.PRIMROSE/RED MRS  2.PRIMROSE/YELLOW MR
 3  OU4437 B 18APR 2 MUCZAG HK2      2  0855 1005  *1A/E*
 4 AP TEST
 5 TK OK20FEB/ZAGOU0988
 6 /SSR XSPS OU HN1 FISSHING EQUIP W-5KG D-100X10X20/S3/P1
 7 /SSR XSPL OU HN1 WINDSURF W-10KG D-110X70X40/S3/P2
 8 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S3/P1-2
 9 FV PAX OU/S3/P1-2
    
```

>ER

**WARNING: OU REQUIRES DOCUMENT BEFORE 21FEB:1606/E6-7**

>ER

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 20FEB17/1408Z  4BFVHA
 1.PRIMROSE/RED MRS  2.PRIMROSE/YELLOW MR
 3  OU4437 B 18APR 2 MUCZAG HK2      2  0855 1005  *1A/E*
    
```

```

4 AP TEST
5 TK OK20FEB/ZAGOU0988
6 /SSR XSPS OU HN1 FISSHING EQUIP W-5KG D-100X10X20/S3/P1
7 /SSR XSPL OU HK1 WINDSURF W-10KG D-110X70X40/S3/P2
8 OPW-20FEB:1606/1C14/OU REQUIRES DOCUMENT ON OR BEFORE
  21FEB:1606/E6-7
9 OPC-21FEB:1606/1C16/OU CANCELLATION DUE TO NO DOCUMENT/E6-7
10 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S3/P1-2
11 FV PAX OU/S3/P1-2
    
```

### 3/ Pricing

- TST must exist
- TSM-P automatic creation: FXG entry
- You can use the following pricing entry: >FXG/S7 (price the services by SSR element) or you can use a simple >FXG entry in which case both services will be priced and 2 TSM-Ps will be created.

#### >FXG

FXG

```

PASSENGER          PTC -----
OC  SRV   NP PR FLGT DATE (HRK)FARE    TAX          TOTAL

01 PRIMROSE/YELLOW ADT
0EH XSPL   1 OU4437  18APR HRK751.00          HRK751.00

02 PRIMROSE/RED MR ADT
0EF XSPS   1 OU4437  18APR HRK376.00          HRK376.00
    
```

- Insert FOP/update TSM-P

#### >TMI/M1-2/FP-INV

M	P	R	NAME	TOTAL	FOP	ELEMENTS	T
1	.2		C/O PRIMROSE/YELLO+	HRK 751.00	INV	7	P
2	.1		C/O PRIMROSE/RED M+	HRK 376.00	INV	6	P

DELETED TSM RECORDS MAY EXIST - PLEASE USE TMH

**4/ Issuance**

→Service must be confirmed

```

>TTP/TTM/RT
OK ETICKET/EMD WELL ISSUED
>RT
--- TST TSM RLR ---
RP/ZAGOU0988/ZAGOU0988      0B/SU 21FEB17/1145Z  4BFVHA
 1.PRIMROSE/RED MRS   2.PRIMROSE/YELLOW MR
 3  OU4437 B 18APR 2 MUCZAG HK2      2 0855 1005  *1A/E*
 4 AP TEST
 5 TK OK21FEB/ZAGOU0988//ETOU
 6 /SSR XSPS OU HK1 FISSHING EQUIP W-5KG D-100X10X20/S3/P1
 7 /SSR XSPL OU HK1 WINDSURF W-10KG D-110X70X40/S3/P2
 8 FA PAX 831-2302066330/ETOU/HRK3904.00/21FEB17/ZAGOU0988/7539
   0792/S3/P1
 9 FA PAX 831-2302066331/ETOU/HRK3904.00/21FEB17/ZAGOU0988/7539
   0792/S3/P2
10 FA PAX 831-8200000742/DTOU/HRK751.00/21FEB17/ZAGOU0988/75390
   792/P2/E7
11 FA PAX 831-8200000743/DTOU/HRK376.00/21FEB17/ZAGOU0988/75390
   792/P1/E6
12 FB PAX 0000000000 TTP/TTM/RT OK ETICKET/EMD WELL ISSUED
   /S3/P1-2
13 FB PAX 0000000001 TTP/TTM/RT OK ETICKET/EMD WELL ISSUED
   /P2/E7
14 FB PAX 0000000002 TTP/TTM/RT OK ETICKET/EMD WELL ISSUED
   /P1/E6
15 FE PAX FLT/CNX/CHG RESTRICTED CHECK FARE NOTE/S3/P1-2
16 FP CASH
17 FV PAX OU/S3/P1-2
    
```

**5/ EMD display (EWD)**

→ EMD status at issuance for this service is "open".

```

>EWD/L10
EMD-8318200000742      TYPE-A          SYS-1A  LOC-4BFVHA
INT-I          FCI-0  0          POI-ZAG          DOI-21FEB17          IOI-75390792
PAX- PRIMROSE/YELLOW MR          ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0EH  OU MUCZAG  S-O
DESCRIPTION-SPORTING EQUIPMENT LARGE
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-8312302066331E1          (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-HRK          0.00
SERVICE REMARKS-LG
FARE  F  HRK          751.00
BR  7.510000000
EXCH VAL HRK          751.00          RFND VAL
TAX-
TOTAL          HRK          751.00
/FC MUC OU ZAG751.00HRK751.00END
FP INV
    
```

OU EMD distribution guidelines

FOID-

>EWD/L11

EMD-8318200000743 TYPE-A SYS-1A LOC-4BFVHA

INT-I FCI-0 0 POI-ZAG DOI-21FEB17 IOI-75390792

PAX- PRIMROSE/RED MRS ADT

RFIC-C BAGGAGE

REMARKS-

CPN-1 RFISC-0EF OU MUCZAG S-O

DESCRIPTION-SPORTING EQUIPMENT SMALL

NON-REFUNDABLE

PRESENT TO-

PRESENT AT-

ICW-8312302066330E1 (A)

EXCESS BAGGAGE- 1 N RATE PER UNIT-HRK 0.00

SERVICE REMARKS-SM

FARE F HRK 376.00

BR 7.510000000

EXCH VAL HRK 376.00 RFND VAL

TAX-

TOTAL HRK 376.00

/FC MUC OU ZAG376.00HRK376.00END

FP INV

FOID-

>



## OXYGEN (OXYG)

### A. Service description and purpose

- OXYG must be booked on OU operating flight number.
- Escort is mandatory.
- Reservation must be requested 72 hours before departure with information inserted after "MEDA" element
- OXYGEN booking/charges see >GGAIROU >GPMED

### B. Detailed EMD flow

#### 1/ Initial PNR

```

--- TST RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 13MAR17/1251Z  5PDCDR
1.MIMOSA/MIMI MRS
2 OU 654 F 17MAY 3 ZAGSPU HK1      1230 1315  *1A/E*
3 AP TEST
4 TK OK13MAR/ZAGOU0988//ETOU
5 FA PAX 831-2302141955/ETOU/HRK718.75/13MAR17/ZAGOU0988/75390
  792/S2
6 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
7 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
8 FP CASH-BR
9 FV PAX OU/S2
    
```

#### 2/ Booking

- SSR entry to be used

>SR OXYG OU-OXYGEN 2L PER MINUTE CONTINUOUS

→ **Has to be specified by amended text** e.g. OXYGEN 2L PER MINUTE CONTINUOUS

- Additional, **SR MEDA OU DIAGNOSIS**..... and OS element with the escort info (**OSI OU ESCORT PNR 123FRE**) should be added.

```

--- TST TSM RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 13MAR17/1256Z  5PDCDR
1.MIMOSA/MIMI MRS
2 OU 654 F 17MAY 3 ZAGSPU HK1      1230 1315  *1A/E*
3 AP TEST
4 TK OK13MAR/ZAGOU0988//ETOU
5 /SSR OXYG OU HN1 OXYGEN 2L PER MINUTE CONTINUOUS/S2
6 SSR MEDA OU DIAGNOSIS ....
7 OSI OU ESCORT PNR 123FRE
8 FA PAX 831-2302141955/ETOU/HRK718.75/13MAR17/ZAGOU0988/75390
  792/S2
9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
10 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
11 FP CASH-BR
12 FV PAX OU/S2
    
```

**3/ Pricing**

- TST must exist
- TSM-P automatic creation: FXG entry
- Price expressed in local currency

**>FXG**  
FXG

PASSENGER	PTC	-----						
OC	SRV	NP	PR	FLGT	DATE	(HRK)FARE	TAX	TOTAL
01	MIMOSA/MIMI	MRS	ADT					
0B4	OXYG	1	OU654	17MAY		HRK561.25		HRK561.25

→Add the form of payment /update TSM-P

**>TMI/FP-CASH-BR**

TSM	1	TYPE P	ZAGOU0988	0B/13MAR	00	INT D	EMD-A	CARR	OU
1.MIMOSA/MIMI MRS									
RFIC-E/O AIRPORT SERVICES									
1. RFISC-0B4 OXYGEN ON BOARD L 5									
OPERATING CC-OU FEE OWNER-OU ORIGIN-ZAG DEST-SPU									
NON REFUNDABLE									
ADD INF/RKS:									
FARE	F	HRK	449.00						
EXCH	VAL	HRK	561.25						
TAX001	X	HRK	112.25ZS						
TOTAL		HRK	561.25	BSR	7.490000000				
FC	ZAG	OU	SPU449.00	HRK449.00	END				
FP	CASH-BR								

**4/ Issuance**

- EMD status at issuance for this service is "open"
- TTM entry to be used

```

>TTM/RT
OK EMD WELL ISSUED
>RT
--- TST TSM RLR ---
RP/ZAGOU0988/ZAGOU0988          0B/SU 13MAR17/1352Z  5PDCDR
 1.MIMOSA/MIMI MRS
 2 OU 654 F 17MAY 3 ZAGSPU HK1      1230 1315  *1A/E*
 3 AP TEST
 4 TK OK13MAR/ZAGOU0988//ETOU
 5 /SSR OXYG OU HK1 OXYGEN 2L PER MINUTE CONTINUOUS/S2
 6 SSR MEDA OU DIAGNOSIS ....
 7 OSI OU ESCORT PNR 123FRE
 8 FA PAX 831-2302141955/ETOU/HRK718.75/13MAR17/ZAGOU0988/75390
   792/S2
 9 FA PAX 831-8200000639/DTOU/HRK561.25/13MAR17/ZAGOU0988/75390
   792/E5
10 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S2
11 FB PAX 0000000000 TTM/RT OK EMD WELL ISSUED/E5
12 FE PAX OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED/S2
13 FP CASH-BR
14 FV PAX OU/S2
    
```

**5/ ETKT/EMD display (TWD/EWD)**

- An associated EMD-A for a chargeable SSR element is automatically updated with the ETKT number and the coupon association.

```

>TWD
TKT-8312302141955          RCI-          1A LOC-5PDCDR
OD-ZAGSPU SI-          FCPI-0   POI-ZAG   DOI-13MAR17   IOI-75390792
 1.MIMOSA/MIMI MRS          ADT          S I
 1 OZAG OU 654   F 17MAY1230 OK FOPTI          O          1PC
   SPU
FARE   F HRK          385.00
TOTALTAX HRK          333.75
TOTAL   HRK          718.75
/FC ZAG OU SPU385.00HRK385.00END
FE OU ONLY/ NONREF/ CHANGE OF RES RESTRICTED
FP CASH-BR
FOR TAX/FEE DETAILS USE TWD/TAX
IN CONNECTION WITH:
1. 831-8200000639E1(A)
    
```



## REBOOKING and REFUNDING ANCILLARY SERVICES

Regardless of whether the rebooking is voluntary or involuntary, chargeable ancillary services are handled in the same way.

When you rebook a flight segment to another date, class or flight number with the SB entry, the associated chargeable services are cancelled.

If you have already issued the services (EMD), the miscellaneous document number is kept in the FH element of the PNR.

You need to manually request the services for the new flight segments and then price them if the new services booked are also chargeable services.

If the ancillary services are flagged as refundable and if the ancillary services associated to the new flight segment are free of charge or cheaper than the original ones, you must manually process a partial or a full refund.

Refunds are made by applying the standard refund process.

You can refund EMDs in the same way as e-tickets. **>TRF** entry to be used.

You can process an EMD refund:

- From the query report by entering sequence number
- From PNR by entering the line number of FA/FHD element that contains the EMD number
- By entering the EMD document number

You can only refund EMDs that have been confirmed to sales report. If a sale has not yet been confirmed, you must cancel it instead.

You can refund totally unused EMDs or EMDs that have been partially used.

You can refund all EMD coupons that have status O or status A.

You must refund all remaining coupons of the EMD with status O or A, you cannot refund individual ones.

When EMD refund is processed, airline returns SAC which is stored in EMD record.

The status of EMD coupons is changed to R. For EMD-A system automatically disassociates EMD from related e-ticket coupons.

In the PNR, EMD indicator in FA is updated from T to R.

**9 FA PAX 831-8200000072/DROU/HRK3040.00/25SEP12/ZAGOU011A/7539  
0792/E7-8**

In the e-ticket record the refunded EMD coupon is disassociated.

The sales reports are updated with refund transaction. In the query report the transaction code of EMD-A and EMD-S is changed to RFND.

## EMD SALES CANCELLATION (VOID)

You can cancel (VOID) a registered EMD sale, exchange (reissue) or refund that has not yet been confirmed. Once a sale or exchange is confirmed, it cannot be canceled but must be refunded instead.

The BSP/ARC defines a confirmation rule to indicate when a sale, exchange or refund is confirmed. When you display query report you can identify a document with an asterisk \* which is displayed next to sequence number.

For electronic document system checks that the coupon status of the EMD coupons is eligible for cancellation.

You need one of the following to cancel EMD sale, exchange or refund:

- \* query report that contains EMD sales, exchange or refund
- \* PNR that contains FA/FHD element with EMD number
- \* The EMD document number

**NOTE:** The cancellation does not cancel credit card approval.

If you try to cancel a confirmed document or EMD record that is not eligible for cancellation, the system displays following warning message:

SALE ALREADY CONFIRMED - CANCELLATION NOT ALLOWED

If you try to cancel document that has already been canceled, the system displays following message  
REJECTED DOCUMENT ALREADY CANCELLED

In case of timeout of electronic documents, you will be prompted to retry the entry.

When you cancel a sale, exchange or refund, the system does not only update transaction type code in sales report, but also EMD indicator D in FA element of the PNR and coupon status of the EMD coupons on the EMD server. DT is changed to DV, status from O to V, and EMD-A is automatically disassociated.

When you void an e-ticket that has been issued with a Residual Value EMD in exchange for an e-ticket or an EMD, the Residual Value EMD is also voided by the system.

For EMD exchanges, the coupon status of old EMD coupons that have been exchanged is updated from E to O or A. The status of the new EMD coupons is updated from O or A to V.

For a cancelled EMD refund, the coupon status of the EMD coupons that have been refunded is updated from R to O or A. For associated EMDs, system re-associates the reinstated EMD coupons that have been disassociated by the refund transaction with the e-ticket. When you cancel a refund of an EMD, the system changes the EMD indicator in FA element of PNR from R to T.

Services that are 'consumed at issuance' cannot be voided.

### 1/ Initial PNR

→Please see below display of PNR

EMD 831-8200000524 needs to be voided.

```
--- TST TSM RLR ---  
RP/ZAGOU0988/ZAGOU0988      0B/SU  19NOV13/1057Z  Y2WEHG  
  1.PICASSO/PABLO MR  
  2 SVC OU HK1 PDTA AMS 25JAN-Y2WEHG  
  3  OU 451 Y 25JAN 6 AMSZAG HK1      1120 1315  *1A/E*
```

4 OU 380 Y 25JAN 6 ZAGSPU HK1 1435 1525 \*1A/E\*  
 5 AP EMD TEST  
 6 TK OK06NOV/ZAGOU0988  
 7 FA PAX 831-8200000524/DTOU/HRK7826.00/19NOV13/ZAGOU0988/7539  
 0792/S2  
 8 FB PAX 1900002502 TTM/RT OK EMD WELL ISSUED/S2  
 9 FV PAX OU/S3-4

## 2/ VOID transactions

- From PNR: TRDC/L7 where L7 is line of document in PNR that needs to be voided
- From TJQ: TRDC/5831 where 5831 is line of document in TJQ that needs to be voided

## 3/ PNR after VOID with EMD display

- Please see below display of PNR

--- TST TSM RLR ---  
 RP/ZAGOU0988/ZAGOU0988 0B/SU 19NOV13/1127Z Y2WEHG  
 1.PICASSO/PABLO MR  
 2 SVC OU HK1 PDTA AMS 25JAN-Y2WEHG  
 3 OU 451 Y 25JAN 6 AMSZAG HK1 1120 1315 \*1A/E\*  
 4 OU 380 Y 25JAN 6 ZAGSPU HK1 1435 1525 \*1A/E\*  
 5 AP EMD TEST  
 6 TK OK06NOV/ZAGOU0988  
 7 FA PAX 831-8200000524/DVOU/HRK7826.00/19NOV13/ZAGOU0988/7539  
 0792/S2  
 8 FB PAX 1900002502 TTM/RT OK EMD WELL ISSUED/S2  
 9 FV PAX OU/S3-4

**NOTE:** In case of any misuse of VOIDED EMD where request and FA line were not cancelled from PNR, OU will debit agent for full amount of EMD plus administrative taxes.

## EMD EXCHANGE (REISSUE)

You can reissue (exchange) an EMD by using the automated TSM-P update entry TMI/EXCH or by updating the individual TSM-P fields manually with TMI entry

- EMD to EMD
- E-ticket to EMD
- EMD to e-ticket

**NOTE:** When e-ticket is reissued or refunded, the unused coupons of an associated EMD (EMD-A) are automatically disassociated.

In case of reissuance of multiple documents in one transaction, the old documents cannot be a mix of e-tickets and EMDs.

The following combinations are allowed:

- Mix of paper or virtual documents (paper MCOs, paper XSBs, paper tickets and VMCOs)
- Mix of EMDs and paper or virtual documents
- Mix of e-tickets and paper or virtual documents

**Note:** If validating carrier of the old and the new document are not the same, you can only exchange

one document at the time (one EMD to one e-ticket for example).

When you reissue an EMD with a transaction TMI/EXCH entry the system sets TSM-P into reissue mode and automatically updates the following fields in TSM-P:

1. Fare calculation pricing and reporting are automatically converted to 1 (manual)
2. Fare issue identifier is converted as follows: F-->R, I-->Y, U-->W
3. Equivalent fare amount is set to zero and equivalent fare currency is set to the default currency of reissuing office
4. Tax indicators of all new taxes (X) are converted to old (O)
5. Total amount is changed to zero
6. FO element is automatically generated when you enter FA element option (/Lx) in your TMI/EXCH entry. You must however manually enter TSM-P number in generated line

How to manually Reissue EMD - Example of steps

1. Retrieve a PNR (RT)
2. Modify PNR, cancel the old chargeable services - the SSR elements/SVC segments (XE), if required, and enter a new one (SR, IU)
3. Display EMD record (EWD) by FA/FHD element line number if required
4. Display TSM-P to be updated (TQM) or create a new TSM-P (TMC)
5. Update TSM-P with TMI/EXCH entry or update the TSM-P fields individually with TMI entries
6. Cancel old EMD FA/FHD element (XE)
7. Issue an EMD



## EMD QUICK REFERENCE GUIDE

### Pricing Ancillary Services

<b>FXH</b>	Ancillary services informative pricing that returns the price of the service without creating a TSM-P
<b>FXG</b>	Ancillary services confirmed pricing that returns the price of the service and creates: - A TSM-P - FA/FB elements in the PNR when the TSM-P is issued
<b>FXK</b>	Display a catalogue of Ancillary services
<b>FXK/S3</b>	Display a catalogue of Ancillary services for specific air segments
<b>FXK/G-BG</b>	Display a catalogue of Ancillary services for a specific group of services
<b>FQN ANC/G</b>	List of ATPCO service fees groups
<b>FWK</b>	Book and price services from the catalogue of Ancillary services

### TSM type P updates entries

<b>IU</b>	SVC creation
<b>SR</b>	SSR creation
<b>EGVD/CXX</b>	Display available EMD airlines in XX country
<b>EGCD/VYY</b>	Display available countries for an airline
<b>EGSD/VYY</b>	Display list of EMD services offered by an Airline and details for each of them
<b>TMC/VYY</b>	Manual creation of TSM-P, V= validating carrier – YY = Airline Code
<b>TMX</b>	Delete TSM-P
<b>TMF</b>	Remove change flag
<b>TMH</b>	Display history
<b>TTM</b>	EMD issuance
<b>EWD</b>	EMD display
<b>EWH</b>	EMD history display
<b>TRF</b>	EMD refund
<b>TRFU</b>	EMD refund update
<b>TRFP</b>	Refund validation
<b>TRFIG</b>	Cancellation of refund process
<b>TRDC</b>	Cancellation, voiding
<b>EMR</b>	EMD reprint

**Transitional stored document display**

<b>TQM/M8</b>	Display of the TSM number 8.
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**Delete a transitional stored document**

<b>TMX/M8,10,12-14</b>	Delete TSM Type P 8, 10, 12, 13 and 14.
<b>TMX/P1,3-7</b>	Delete TSMs Type P of Passenger1 and Passengers 3 to 7.
<b>TMX/ALL</b>	Delete all TSMs Type P
<b>TMX/M1,2</b>	System deletes TSMs Type Ps 1 and 2.
<b>TMX/P1,3,4</b>	The system deletes all TSMs for passengers 1 or 3 or 4.

**Remove Change Flag (PC) of a TSM Type P**

<b>TMF/M1-3,5</b>	Remove Change Flag (PC) for TSMs Type P 1, 2, 3 and 5.
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**Issuance**

<b>TTM</b>	The basic entry to issue an EMD from the Reservation System.
<b>TTP/TTM/RT</b>	Issue e-ticket & EMD at the same time & retrieve PNR.
<b>TTM/M1-3</b>	Selects TSMs 1 to 3
<b>TTM/P1,3,4</b>	Selects passengers 1, 3 and 4
<b>TTM/P2/INF</b>	Selects the TSM of the infant associated to passenger 2
<b>TTM/L1,3-4</b>	Selects line 1, 3 and 4
<b>TTM1/M3</b>	Select Transitional Stored Document 3 and printer 1.
<b>TTM/P3/TKT</b>	Preparation for EMD issuance This option validates the PNR in order to prepare the EMD issuance.
<b>TTM/EPR-EML-I.brig@croatiaairlines.hr/P1</b>	Request the Sending of the Passenger Receipt of passenger 1 to the specified Email addresses additionally to the EMD issuance
<b>TTM/EPR-EMLA/P2</b>	Request the Sending of the Passenger Receipt of passenger 2 to the Email addresses specified in the APE PNR elements additionally to the EMD issuance

**TSM History**

<b>TMH/M1</b>	Display history for TSM 1.
<b>TMH/L12</b>	Display history for service at line 12 in the PNR

**EMD display**

<b>EWD/EMD831-1234567890</b>	EMD display of ticket number 831-1234567890
<b>EWD/L7</b>	Display EMD from PNR by line number
<b>EWDRT</b>	Re-display

**EMD history display**

<b>EWH/EMD831-1234567890</b>	History display
<b>EWH</b>	History display after EWD

**EMD refund**

<b>TRF/L07</b>	EMD Refund from a retrieved PNR
<b>TRF/i-27</b>	EMD Refund from a Sales Report
<b>TRF831-1234560987/EMD</b>	EMD refund from an EMD number
<b>TRFU/U500.00</b>	Update EMD Refund amount used
<b>TRFU/FP1CASH</b>	Update EMD Refund Form of payment
<b>TRFP</b>	EMD refund panel: Validation
<b>TRFP</b>	Update EMD Refund amount
<b>TRFIG</b>	EMD refund process cancellation

**EMD Cancellation**

<b>TRDC/L07</b>	Cancellation of an EMD referred to in line 7 of the retrieved PNR
<b>TRDC/27</b>	Cancellation of item 27 of the Sales Report
<b>TRDC/TK-1234567890</b>	Cancellation by document number

- HE ANC
- HE EMD
- SYSTEM WARNING MESSAGES: GPSYM