

Instruction - Update as at 20 March 2020

- For OK e-ticket exchange to EMD-S in Czech Airlines office use following service GRDP/RFISc 98C, in BSP agencies service DEPO/RFISc 997
- EMD-A with ancillary services is not to be reissued to EMD-S.
- Each e-ticket has to be reissued to unique EMD-S. It is not allowed to reissue more than one e-ticket to one EMD-S (with respect to e-ticket status update to "Exchanged" and all subsequent accounting processes).
- It is required to reissue the e-tickets to new EMD-S in the original PNR.
- EMD-S has to be issued on the same passenger name as the original e-ticket
- The value of the new EMD-S will be the total amount of the original e-ticket including service fee in case of fully unused e-ticket. In case of partly used e-ticket the unused fare and taxes only.
- Please insert "COVID 19" into the Endorsement Box.
- If BSP agencies in GDS Galileo, Worldspan, Sabre are not able to reissue the original e-ticket to new EMD-S for technical reasons, it is allowed to keep the original e-ticket un-exchanged. The exchange to new flights/dates in the future will be allowed free of charge.
 - Galileo agencies may use the following entries to keep the PNR live:
 - RT.T/DATE*KEEP BOOKING LIVE**
 - or
 - RT.T/31DEC*KEEP BOOKING LIVE CORONA VIRUS (free text)**
 - (latest possible date to be inserted is today + 331 days)

Keep in mind that the validity

- of the newly issued EMD-S is one year from the date of issuance of the EMD-S;
- of the original e-ticket and EMD-A is one year from the date of issuance of the respective original e-ticket or EMD-A.

Passengers shall contact issuing office well in advance to process the reissue and consume the service.

Example of e-ticket reissue:

Amadeus commands overview

```
>IU OK NN2 GRDP PRG/P1,2
>TMC/L5-6
>TMI/M2-3/F3790/CV-3790
>TMI/EXCH/M2-3
>TMI/M2-3/FP-O/CA
>TMI/M2/FO-064-2414179106E1PRG19MAR20/0075666
>TMI/M3/FO-064-2414179107E1PRG19MAR20/0075666
>TMI/FE-COVID 19
>TTM/M2-3/RT
```

Reissue process in detail.

Original PNR and e-tickets

```
--- TST TSM RLR ---
RP/PRGOK0982/PRGOK0982
```

```
IS/SU 19MAR20/1719Z NDNAJO
```

Instruction - Update as at 20 March 2020

1.TEST/A 2.TEST/B
 3 OK 616 N 01JUN 1 PRGAMS HK2 2 0700 0840 *1A/E*
 4 OK 617 W 10JUN 3 AMSPRG HK2 0925 1055 *1A/E*
 5 AP PRG TBA - CZECH AIRLINES CSA - A
 6 TK OK19MAR/PRGOK0982//ETOK
 7 /SSR PDBG OK HK1/S3/P1
 8 /SSR PDBG OK HK1/S4/P1
 9 FA PAX 064-2414179106/ETOK/CZK3520/19MAR20/PRGOK0982/0077566
 6/S3-4/P1
 10 FA PAX 064-2414179107/ETOK/CZK3520/19MAR20/PRGOK0982/0077566
 6/S3-4/P2
 11 FA PAX 064-8200561164/D TOK/CZK1300/19MAR20/PRGOK0982/0077566
 6/P1/E7-8
 12 FB PAX 0000000000 TTP/TTM/RT OK ETICKET/EMD/S3-4/P1-2
 13 FB PAX 0000000001 TTP/TTM/RT OK ETICKET/EMD/P1/E7-8
 14 FE PAX FARE RESTRICTIONS APPLY/S3-4/P1-2
 15 FP CA
 16 FV PAX OK/S3-4/P1-2

>TWD/TKT064-2414179106/XT

DOCUMENT: 0642414179106 TYPE: E-TKT CREATED BY: OK AIRLINE AGENT (7906)
 PAX : TEST/A(ADT)
 OD-PRGPRG SI- FCPI-0 POI-PRG DOI-19Mar20 IOI-00775666
 1 O PRGAMS OK 616 N 01Jun20 0700 OK N0BAGG E 01Jun20 01Jun20 0PC
 SAC- 064AQQC6MAO82
 2 O AMSPRG OK 617 W 10Jun20 0925 OK W0BAGG E 10Jun20 10Jun20 0PC
 SAC- 064AQQC6MAO82
 FARE F CZK 905
 TAX CZK 1281YQ TAX CZK 574CZ TAX CZK 344CJ
 TAX CZK 416RN
 TOTAL FARE CZK 3520
 PRG OK AMS25.65OK PRG14.03NUC39.68END ROE22.801670
 FE FARE RESTRICTIONS APPLY
 FP CASH/CZK3790

LOCATORS: 1A/NDNAJO OK/NDNAJO
 AGENTS : ID-374915 TKT-A1208ISSU BKG-1208IS/SU CTRY-CZ LNG-EN
 CZECH AIRLINE - OK OFFICE
 REMARKS : INTERNATIONAL ITINERARY

>TWD/TKT064-2414179107/XT

DOCUMENT: 0642414179107 TYPE: E-TKT CREATED BY: OK AIRLINE AGENT (7906)
 PAX : TEST/B(ADT)
 OD-PRGPRG SI- FCPI-0 POI-PRG DOI-19Mar20 IOI-00775666
 1 O PRGAMS OK 616 N 01Jun20 0700 OK N0BAGG E 01Jun20 01Jun20 0PC
 SAC- 064AQQ7L8JYUB
 2 O AMSPRG OK 617 W 10Jun20 0925 OK W0BAGG E 10Jun20 10Jun20 0PC
 SAC- 064AQQ7L8JYUB
 FARE F CZK 905
 TAX CZK 1281YQ TAX CZK 574CZ TAX CZK 344CJ
 TAX CZK 416RN
 TOTAL FARE CZK 3520
 PRG OK AMS25.65OK PRG14.03NUC39.68END ROE22.801670
 FE FARE RESTRICTIONS APPLY
 FP CASH/CZK3790

LOCATORS: 1A/NDNAJO OK/NDNAJO
 AGENTS : ID-374915 TKT-A1208ISSU BKG-1208IS/SU CTRY-CZ LNG-EN
 CZECH AIRLINE - OK OFFICE

Instruction - Update as at 20 March 2020

REMARKS : INTERNATIONAL ITINERARY

Book the GRDP service (DEPO in 1A agencies)

```

>IU OK NN2 GRDP PRG/P1,2
--- TST TSM RLR ---
RP/PRGOK0982/PRGOK0982          IS/SU  19MAR20/1719Z  NDNAJO
 1.TEST/A  2.TEST/B
 3 OK 616 N 01JUN 1 PRGAMS HK2          2  0700 0840  *1A/E*
 4 OK 617 W 10JUN 3 AMSPRG HK2          0925 1055  *1A/E*
 5 SVC OK HK2 GRDP PRG/P1
 6 SVC OK HK2 GRDP PRG/P2
 7 AP PRG TBA - CZECH AIRLINES CSA - A
 8 TK OK19MAR/PRGOK0982//ETOK
 9 /SSR PDBG OK HK1/S3/P1
10 /SSR PDBG OK HK1/S4/P1
11 FA PAX 064-2414179106/ETOK/CZK3520/19MAR20/PRGOK0982/0077566
    6/S3-4/P1
12 FA PAX 064-2414179107/ETOK/CZK3520/19MAR20/PRGOK0982/0077566
    6/S3-4/P2
13 FA PAX 064-8200561164/D TOK/CZK1300/19MAR20/PRGOK0982/0077566
    6/P1/E9-10
14 FB PAX 0000000000 TTP/TTM/RT OK ETICKET/EMD/S3-4/P1-2
15 FB PAX 0000000001 TTP/TTM/RT OK ETICKET/EMD/P1/E9-10
16 FE PAX FARE RESTRICTIONS APPLY/S3-4/P1-2
17 FP CA
18 FV PAX OK/S3-4/P1-2
    
```

Create the TSM-P masks

```

>TMC/L5-6
M  P  R  NAME          TOTAL          FOP          ELEMENTS  T
2  .1  D/J TEST/A          CZK          3790          5          P
3  .2  D/J TEST/B          CZK          3790          6          P
>
    
```

Insert total as Fare and Coupon Value

```

>TMI/M2-3/F3790/CV-3790
M  P  R  NAME          TOTAL          FOP          ELEMENTS  T
2  .1  D/J TEST/A          CZK          3790          5          P
3  .2  D/J TEST/B          CZK          3790          6          P

DELETED TSM RECORDS MAY EXIST - PLEASE USE TMH
    
```

Instruction - **Update as at 20 March 2020**

Set the TSM-P mask to reissue mode

```
>TMI/EXCH/M2-3
M  P  R  NAME                TOTAL                FOP                ELEMENTS T
2  .1  D/J TEST/A             CZK                  0                  5                P
3  .2  D/J TEST/B             CZK                  0                  6                P

DELETED TSM RECORDS MAY EXIST - PLEASE USE TMH
>
```

Insert the original form of payment

```
>TMI/M2-3/FP-O/CA
M  P  R  NAME                TOTAL                FOP                ELEMENTS T
2  .1  D/J TEST/A             CZK                  0 O/CA            5                P
3  .2  D/J TEST/B             CZK                  0 O/CA            6                P

DELETED TSM RECORDS MAY EXIST - PLEASE USE TMH
```

Insert the FO (issued in exchange for) element

```
>TMI/M2/FO-064-2414179106E1PRG19MAR20/0075666
TSM  2  TYPE P      PRGOK0982 IS/19MAR 11      EMD-S CARR OK
  1.TEST/A
RFIC-D/J  FINANCIAL IMPACT
  1. RFISC-98C UNSPECIFIED TRANSPORTATION
L  5
      OPERATING CC-OK                CPN VALUE-3790                ORIGIN-PRG

ADD INF/RKS:

FARE      R  CZK      3790
EXCH VAL  CZK      3790

TOTAL      CZK      0
FO 064-2414179106PRG19MAR20/0075666/064-24141791063E1
FP O/CA

>TMI/M3/FO-064-2414179107E1PRG19MAR20/0075666
TSM  3  TYPE P      PRGOK0982 IS/19MAR 11      EMD-S CARR OK
  2.TEST/B
RFIC-D/J  FINANCIAL IMPACT
  1. RFISC-98C UNSPECIFIED TRANSPORTATION
L  6
      OPERATING CC-OK                CPN VALUE-3790                ORIGIN-PRG

ADD INF/RKS:

FARE      R  CZK      3790
EXCH VAL  CZK      3790

TOTAL      CZK      0
FO 064-2414179107PRG19MAR20/0075666/064-24141791074E1
FP O/CA
```

Instruction - Update as at 20 March 2020

Add a note COVID 19 into the Endorsement box

```

>TMI/M2-3/FE-COVID 19
>TQM/M3
TSM      3  TYPE P      PRGOK0982 IS/19MAR 11      EMD-S CARR OK
  2.TEST/B
RFIC-D/J  FINANCIAL IMPACT
  1. RFISC-98C UNSPECIFIED TRANSPORTATION
L      6
      OPERATING CC-OK      CPN VALUE-3790      ORIGIN-PRG

ADD INF/RKS:

FARE      R  CZK      3790
EXCH VAL  CZK      3790

TOTAL      CZK      0
FE  *M*COVID 19

FO  064-2414179107PRG19MAR20/0075666/064-24141791074E1
FP  O/CA
  
```

Reissue the e-tickets to EMDs

```

>TTM/M2-3/RT
OK EMD
>
  
```

Status of original e-ticket is automatically updated to „E“, new EMD-S is issued.

The ancillary

```

--- TST TSM RLR ---
RP/PRGOK0982/PRGOK0982      IS/SU  19MAR20/1724Z  NDNAJO
  1.TEST/A  2.TEST/B
  3  OK 616 N 01JUN 1 PRGAMS HK2      2  0700 0840  *1A/E*
  4  OK 617 W 10JUN 3 AMSPRG HK2      0925 1055  *1A/E*
  5 SVC OK HK2 GRDP PRG/P1
  6 SVC OK HK2 GRDP PRG/P2
  7 AP PRG TBA - CZECH AIRLINES CSA - A
  8 TK OK19MAR/PRGOK0982//ETOK
  9 /SSR PDBG OK HK1/S3/P1
 10 /SSR PDBG OK HK1/S4/P1
 11 FA PAX 064-2414179106/ETOK/CZK3520/19MAR20/PRGOK0982/0077566
    6/S3-4/P1
 12 FA PAX 064-2414179107/ETOK/CZK3520/19MAR20/PRGOK0982/0077566
    6/S3-4/P2
 13 FA PAX 064-8200561164/DTOK/CZK1300/19MAR20/PRGOK0982/0077566
  
```

Instruction - Update as at 20 March 2020

6/P1/E9-10
 14 FA PAX 064-8200561165/D TOK/CZK0/19MAR20/PRGOK0982/00775666
 /S5/P1
 15 FA PAX 064-8200561166/D TOK/CZK0/19MAR20/PRGOK0982/00775666
 /S6/P2
 16 FB PAX 0000000000 TTP/TM/RT OK ETICKET/EMD/S3-4/P1-2
 17 FB PAX 0000000001 TTP/TM/RT OK ETICKET/EMD/P1/E9-10

>TWD/L11

TKT-0642414179106 RCI- 1A LOC-NDNAJO
 OD-PRGPRG SI- FCPI-0 POI-PRG DOI-19MAR20 IOI-00775666
 1.TEST/A ADT S I
 1 OPRG OK 616 N 01JUN0700 OK N0BAGG E 01JUN01JUN NO
 2 OAMS OK 617 W 10JUN0925 OK W0BAGG E 10JUN10JUN NO
 PRG
 FARE F CZK 905
 TOTALTAX CZK 2615
 TOTAL CZK 3520
 /FC PRG OK AMS25.65OK PRG14.03NUC39.68END ROE22.801670
 FE FARE RESTRICTIONS APPLY
 FP CASH
 FOR TAX/FEE DETAILS USE TWD/TAX
 SAC- 064AQQC6MAO82
 IN CONNECTION WITH:
 1. 064-8200561164E1 (D)
 2. 064-8200561164E2 (D)

>TWD/L12

TKT-0642414179107 RCI- 1A LOC-NDNAJO
 OD-PRGPRG SI- FCPI-0 POI-PRG DOI-19MAR20 IOI-00775666
 1.TEST/B ADT S I
 1 OPRG OK 616 N 01JUN0700 OK N0BAGG E 01JUN01JUN NO
 2 OAMS OK 617 W 10JUN0925 OK W0BAGG E 10JUN10JUN NO
 PRG
 FARE F CZK 905
 TOTALTAX CZK 2615
 TOTAL CZK 3520
 /FC PRG OK AMS25.65OK PRG14.03NUC39.68END ROE22.801670
 FE FARE RESTRICTIONS APPLY
 FP CASH
 FOR TAX/FEE DETAILS USE TWD/TAX
 SAC- 064AQQ7L8JYUB

>EWD/L14

EMD-0648200561165 TYPE-S SYS-1A LOC-NDNAJO
 INT- FCI-1 1 POI-PRG DOI-19MAR20 IOI-00775666
 PAX- TEST/A ADT
 RFIC-D FINANCIAL IMPACT
 REMARKS-
 CPN-1 RFISC-98C OK PRG S-O VALUE-3790
 DESCRIPTION-UNSPECIFIED TRANSPORTATION
 PRESENT TO-
 PRESENT AT-
 SERVICE REMARKS-

Instruction - Update as at 20 March 2020

```

FARE      R      CZK          3790
EXCH VAL CZK          3790      RFND VAL
TAX-
TOTAL      CZK          NO ADC
/FC
FE COVID 19
FO 064-2414179106PRG19MAR20/00756663/064-2414179106
FP O/CA
FOID-
>EWD/115
EMD-0648200561166      TYPE-S      SYS-1A  LOC-NDNAJO
INT-      FCI-1  1      POI-PRG      DOI-19MAR20      IOI-00775666
PAX- TEST/B      ADT
RFIC-D FINANCIAL IMPACT
REMARKS-
CPN-1  RFISC-98C  OK PRG      S-O      VALUE-3790
DESCRIPTION-UNSPECIFIED TRANSPORTATION
PRESENT TO-
PRESENT AT-
SERVICE REMARKS-
FARE      R      CZK          3790
EXCH VAL CZK          3790      RFND VAL
TAX-
TOTAL      CZK          NO ADC
/FC
FE COVID 19
FO 064-2414179107PRG19MAR20/00756663/064-2414179107
FP O/CA
FOID

```