

HOW TO USE EMD-S FOR FURTHER TRANSPORTATION – UPDATE 15 MAY 2020

The EMD-S GRDP/RFISc 98C and/or DEPO/RFISc 997 issued as a credit voucher for further transportation in exchange for OK e-tickets can be used under following conditions:

EMD-S can be used as a Form of payment at any time during its validity (1 year from the date of issue) for new OK e-ticket or OK e-ticket and EMD. The new OK e-ticket or EMD can be issued for any future flight available in the GDS.

The ticket price can be equal, less or higher than value of the EMD-S.

If the ticket price is higher than value of the EMD-S, agent can make standard reissue with additional collection. If the ticket price is lower than value of the EMD-S, agent can make standard reissue with residual value on EMD-S, service RSVT/RFISc 99I.

The newly issued EMD-S RSVT/RFISc 99I will be valid 1 year from the date of its issue and can be used identically as the original EMD-S GRDP or EMD-S DEPO for future transportation as described in the present instruction.

The name of the passenger on the new e-ticket may differ from that on the EMD-S. The EMD-S can be used as a form of payment of a ticket for anyone else.

If the passenger holds an EMD-A for an ancillary service previously issued, agents can request the service and if it is available and the SSR confirmed, then insert the original EMD-A number to FHD element. The EMD-A for ancillary service has to be re-associated to the new e-ticket (EWA/ASC.... entry). Prerequisite is exact match of the name on original EMD-A and the new PNR and e-ticket as well as the same routing and service type. Otherwise The EMD-A has to be reissued.

Following use cases are possible

EMD-S → ETKT

EMD-S → ETKT + EMD-S

EMD-S → EMD-A

Following use cases are not possible

EMD-S → EMD-A + EMD-A

EMD-S → EMD-A + EMD-S

EMD-S → EMD-S + EMD-S

EMD-S → ETKT + EMD-A

Note:

If BSP agencies were unable to reissue the original e-ticket to EMD-S due to technical reasons (typically in GDS Galileo, Sabre, Worldspan) and kept the original e-ticket un-exchanged, such original e-ticket can be reissued to a new e-ticket at any time during the validity of the original e-ticket (1 year from the date of issue) as follows:

- To same passenger and same routing without penalty, fare difference, if any, to be collected only;
- To same passenger and different routing without penalty, price difference, if any, to be collected only;
- To different passenger and same routing without penalty for name change and rebooking, fare difference, if any, to be collected only;
- To different passenger and different routing without penalty for rebooking and name change, price difference, if any, to be collected only.
- If the new ticket price is lower, the residual value can be transferred to EMD-S RSVR/RFISc 996. The validity of the EMD-S RSVR is 1 year from the date of issue.
- If EMD-S RSVR cannot be issued due to technical limitations of the GDS used, the agency can contact any Czech Airlines office where the e-ticket will be reissued and the residual value transferred to EMD-S RSVT. Please use the following address to contact Czech Airlines:
 - o Czech Republic/Slovakia: helpdesk.ocr@csa.cz
 - o All other markets: kcinfo@csa.cz
- If the GDS does not support further reissue of EMD-S RSVR to new e-ticket, agencies can contact Czech Airlines office at email addresses above and the office can process the reissue on their behalf.
- „COVID-19” shall be inserted in the Endorsement Box of the new ticket.

Refund of EMD-S:

All unused EMD-S documents specified in the present Instruction and issued due to “COVID-19”, i.e.

- EMD-S GRDP
- EMD-S DEPO
- EMD-S RSVT
- EMD-S RSVR

can be refunded after their expiration date, i.e. after 1 year from the date of issue, but not later than 2 years from the date of issue.

EMD-S GRDP will be refunded by Czech Airlines own offices.

EMD-S DEPO, RSVT and RSVR issued by BSP agencies shall be requested by means of Refund Application in the relevant BSP Link and will be approved by Czech Airlines accordingly.

Same applies to unused e-tickets which could not be reissued due to technical limitations as mentioned above as well as to all unused EMD-A, i.e. these documents can be refunded after their expiration date.

Examples of e-ticket reissue in OK office for EMD-S follow. This overview is just to remind the standard processes and best practices, it does not replace any Amadeus training or User guides etc. Amounts are for illustration purposes only.

Reissue with residual value:

EMD-S with the credit 3790CZK

```

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-
FARE  R  CZK      3790
EXCH VAL CZK      3790      RFND VAL
TAX-
TOTAL      CZK      NO ADC
/FC
FE  *M*COVID 19
FO 064-2414179106PRG19MAR20/00756663/064-2414179106
FP O/CA
FOID-
    
```

Book the new flights and price the itinerary.

```

--- TST ---
RP/PRGOK0982/
1.TEST/A
2  OK 618 W 05AUG 3 PRGAMS HK1      2  1725 1900      320 E 0 G
SEE RTSVC
3  OK 617 W 10AUG 1 AMSPRG HK1      0925 1055      738 E 0 G
SEE RTSVC
4 AP PRG TBA - CZECH AIRLINES CSA - A
5 TK OK07APR/PRGOK0982
6 FE PAX FARE RESTRICTIONS APPLY/S2-3
7 FV PAX OK/S2-3
>TQT
TST00001      PRGOK0982 IS/07APR I 0 LD 10APR20 2359  OD PRGPRG
T-
FXP
1.TEST/A
1  PRG OK  618 W 05AUG 1725  OK WOBAGG      05AUG05AUG 0PC
2  O AMS OK  617 W 10AUG 0925  OK WOBAGG      10AUG10AUG 0PC
PRG
FARE  F CZK      640
TX001 X CZK      1058-YQAC TX002 X CZK      574-CZEB TX003 X CZK      351-
CJSO
TX004 X CZK      425-RNDP
TOTAL  CZK      3048
GRAND TOTAL CZK      3048
PRG OK AMS14.13OK PRG14.13NUC28.26END ROE22.637600

6.FE FARE RESTRICTIONS APPLY
7.FV OK
    
```

Set the TST mask to reissue mode

```

>TTI/EXCH
TST00001      PRGOK0982 IS/07APR M 1 LD 10APR20 2359  OD PRGPRG
T-
FXP
  1.TEST/A
  1  PRG OK   618 W 05AUG 1725  OK W0BAGG           05AUG05AUG 0PC
  2  O AMS OK   617 W 10AUG 0925  OK W0BAGG           10AUG10AUG 0PC
    PRG
FARE  R CZK           640
TX001 O CZK          1058-YQAC TX002 O CZK          574-CZEB TX003 O CZK          351-
CJSO
TX004 O CZK          425-RNDP
TOTAL  CZK           0
GRAND TOTAL CZK           0
PRG OK AMS14.13OK PRG14.13NUC28.26END ROE22.637600

  6.FE FARE RESTRICTIONS APPLY
  7.FV OK

```

Add the "Original issue/Issued in exchange for" and "Original form of payment" elements, add the note „COVID 19" into the Endorsement box

```

>FO064-2414179106PRG19MAR20/00756663/064-8200561165M1PRG19MAR20/00775666/P1
>FPO/CA
>6///COVID 19
--- TST ---
RP/PRGOK0982/
  1.TEST/A
  2  OK 618 W 05AUG 3 PRGAMS HK1          2  1725 1900   320 E 0 G
    SEE RTSVC
  3  OK 617 W 10AUG 1 AMSPRG HK1          0925 1055   738 E 0 G
    SEE RTSVC
  4 AP PRG TBA - CZECH AIRLINES CSA - A
  5 TK OK07APR/PRGOK0982
  6 FE *M PAX FARE RESTRICTIONS APPLY/COVID 19/S2-3
  7 FO 064-2414179106PRG19MAR20/00756663/064-82005611656M1PRG19M
    AR20/00775666
  8 FP O/CA
  9 FV PAX OK/S2-3
>

```

Book the SVC RSVT element and create the TSM-P mask for residual value for future air transportation (EMD-S RSVT/RFISc 99I). Set the TSM-P mask to reissue mode and insert all mandatory elements. Add the note „COVID 19" into the Endorsement box. Keep in mind that there has to be an exact match of the FO element in your TSM-P mask and TST mask. Remember that the EMD coupon indicator is "M".

>IU OK NN1 RSVT PRG 

--- TST ---

RP/PRGOK0982/

1. TEST/A

2 OK 618 W 05AUG 3 PRGAMS HK1 2 1725 1900 320 E 0 G
SEE RTSVC

3 OK 617 W 10AUG 1 AMSPRG HK1 0925 1055 738 E 0 G
SEE RTSVC

4 SVC OK HK1 RSVT PRG

5 AP PRG TBA - CZECH AIRLINES CSA - A

6 TK OK07APR/PRGOK0982

7 FE PAX FARE RESTRICTIONS APPLY/S2-3

8 FO 064-2414179106PRG19MAR20/00756663/064-82005611656M1PRG19M
AR20/00775666

9 FP O/CA

10 FV PAX OK/S2-3

>TMC

>TMI/F742/CV-742

>TMI/EXCH/M1

>TMI/FP-O/CA

>TMI/FE-COVID 19

>TMI/FO-064-2414179106PRG19MAR20/00756663/064-8200561165M1PRG19MAR20/00775666

TSM 1 TYPE P PRGOK0982 IS/07APR 11 EMD-S CARR OK

1. TEST/A

RFIC-D/A FINANCIAL IMPACT

1. RFISC-99I RESIDUAL VALUE FOR FUTURE AIR TRANSPORTATION L

4

OPERATING CC-OK
NON REFUNDABLE

CPN VALUE-742

ORIGIN-PRG

ADD INF/RKS:

FARE R CZK 742

EXCH VAL CZK 742

TOTAL CZK 0

FE *M*COVID 19

FO 064-2414179106PRG19MAR20/00756663/064-82005611656M1PRG19MAR20/00775666

FP O/CA

Issue the new e-ticket and the EMD-S for new residual value. **Remember that it must be done in one step. Use the combined ticketing entry.**

>TTP/T1/TTM/M1/RT

OK ETICKET/EMD

--- TST TSM RLR ---

RP/PRGOK0982/PRGOK0982 IS/SU 7APR20/0948Z W3YAAL
 1.TEST/A
 2 OK 618 W 05AUG 3 PRGAMS HK1 2 1725 1900 *1A/E*
 3 OK 617 W 10AUG 1 AMSPRG HK1 0925 1055 *1A/E*
 4 SVC OK HK1 RSVT PRG
 5 AP PRG TBA - CZECH AIRLINES CSA - A
 6 TK OK07APR/PRGOK0982//ETOK
 7 FA PAX 064-2414179152/ETOK/CZK0/07APR20/PRGOK0982/00775666
 /S2-3
 8 FA PAX 064-8200561182/D TOK/CZK0/07APR20/PRGOK0982/00775666
 /S4
 9 FB PAX 0000000000 TTP/T1/TTM/M1/RT OK ETICKET/EMD/S2-3
 10 FB PAX 0000000001 TTP/T1/TTM/M1/RT OK ETICKET/EMD/S4
 11 FE *M PAX FARE RESTRICTIONS APPLY/COVID 19/S2-3
 12 FO 064-2414179106PRG19MAR20/00756663/064-82005611656M1PRG19M
 AR20/00775666
 13 FP O/CA
 14 FV PAX OK/S2-3

>TWD

TKT-0642414179152 RCI- 1A LOC-W3YAAL
 OD-PRGPRG SI- FCPI-1 POI-PRG DOI-07APR20 IOI-00775666
 1.TEST/A ADT S I
 1 OPRG OK 618 W 05AUG1725 OK W0BAGG O 05AUG05AUG NO
 2 OAMS OK 617 W 10AUG0925 OK W0BAGG O 10AUG10AUG NO
 PRG

FARE R CZK 640
 TOTALTAX CZK 0
 TAXES PD
 TOTAL CZK NO ADC
 /FC PRG OK AMS14.13OK PRG14.13NUC28.26END ROE22.637600
 FE FARE RESTRICTIONS APPLY/COVID 19
 FO 064-2414179106PRG19MAR20/00756663/064-8200561165
 FP O/CA

FOR TAX/FEE DETAILS USE TWD/TAX

>EWD

EMD-0648200561182 TYPE-S SYS-1A LOC-W3YAAL
 INT- FCI-1 1 POI-PRG DOI-07APR20 IOI-00775666
 PAX- TEST/A ADT

RFIC-D FINANCIAL IMPACT

REMARKS-

CPN-1 RFISC-99I OK PRG S-O VALUE-742

DESCRIPTION-RESIDUAL VALUE FOR FUTURE AIR TRANSPORTATION

NON-REFUNDABLE

PRESENT TO-

PRESENT AT-

ICW-0642414179152

SERVICE REMARKS-

FARE R CZK 742
 EXCH VAL CZK 742 RFND VAL

TAX-
 TOTAL CZK NO ADC

/FC
 FE *M*COVID 19
 FO 064-2414179106PRG19MAR20/00756663/064-8200561165
 FP O/CA
 FOID-

Original EMD-S coupon status is automatically updated to "Exchanged"

```

EMD-0648200561165      TYPE-S      SYS-1A  LOC-NDNAJO
INT-          FCI-1  1          POI-PRG      DOI-19MAR20      IOI-00775666
PAX- TEST/A
RFIC-D FINANCIAL IMPACT
REMARKS-
CPN-1  RFISC-98C  OK PRG      S-E  SAC- 064AXGQQ71UZ1  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  *M*COVID 19
FO 064-2414179106PRG19MAR20/00756663/064-2414179106
FP O/CA
FOID-
    
```

Reissue with additional collection (ADC):

EMD-S with the credit 3790CZK

```

EMD-0648200561166      TYPE-S      SYS-1A  LOC-NDNAJO
INT-          FCI-1  1          POI-PRG      DOI-19MAR20      IOI-00775666
PAX- TEST/B
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  *M*COVID 19
FO 064-2414179107PRG19MAR20/00756663/064-2414179107
FP O/CA
FOID-
    
```

New itinerary and it's cost

```

>RT
--- TST ---
RP/PRGOK0982/
  1.TEST/B
  2  OK 616 Q 10OCT 6 PRGAMS HK1          2  0700 0840    320 E 0 G
    SEE RTSVC
  3  OK 617 Q 20OCT 2 AMSPRG HK1          0925 1055    320 E 0 G
    SEE RTSVC
  4 FE PAX FARE RESTRICTIONS APPLY/S2-3
  5 FV PAX OK/S2-3
>TQT
TST00001      PRGOK0982 IS/14APR I 0 LD 17APR20 2359  OD PRGPRG
T-
FXP/FF-LITE
  1.TEST/B
  1  PRG OK  616 Q 10OCT 0700  OK Q0BAGG          10OCT10OCT 0PC
  2  O AMS OK  617 Q 20OCT 0925  OK Q0BAGG          20OCT20OCT 0PC
    PRG
FARE  F CZK          2150
TX001 X CZK          2164-YQAC TX002 X CZK          574-CZEB TX003 X CZK          341-
CJSO
TX004 X CZK          413-RNDP
TOTAL  CZK           5642
GRAND TOTAL CZK      5642
PRG OK AMS47.48OK PRG47.48NUC94.96END ROE22.637600

  4.FE FARE RESTRICTIONS APPLY
  5.FV OK

```

Set the TST mask to reissue mode

```

>TTI/EXCH/T1
TST00001      PRGOK0982 IS/14APR M 1 LD 17APR20 2359  OD PRGPRG
T-
FXP/FF-LITE
  1.TEST/B
  1  PRG OK  616 Q 10OCT 0700  OK Q0BAGG          10OCT10OCT 0PC
  2  O AMS OK  617 Q 20OCT 0925  OK Q0BAGG          20OCT20OCT 0PC
    PRG
FARE  R CZK          2150
TX001 O CZK          2164-YQAC TX002 O CZK          574-CZEB TX003 O CZK          341-
CJSO
TX004 O CZK          413-RNDP
TOTAL  CZK           0
GRAND TOTAL CZK      0
PRG OK AMS47.48OK PRG47.48NUC94.96END ROE22.637600

  4.FE FARE RESTRICTIONS APPLY
  5.FV OK

```


The EMD voucher value is lower than the new ticket value, so update the total amount. **TST total amount = amount to be paid – difference between the new ticket price and the voucher EMD value.**

>TTK/T1/TCZK1852

```

TST00001      PRGOK0982 IS/14APR M 1 LD 17APR20 2359  OD PRGPRG
T-
FXP/FF-LITE
  1.TEST/B
  1  PRG OK  616 Q 10OCT 0700  OK Q0BAGG          10OCT10OCT 0PC
  2  O AMS OK  617 Q 20OCT 0925  OK Q0BAGG          20OCT20OCT 0PC
    PRG
FARE  R CZK          2150
TX001 O CZK          2164-YQAC TX002 O CZK          574-CZEB TX003 O CZK          341-
CJSO
TX004 O CZK          413-RNDP
TOTAL  CZK          1852
GRAND TOTAL CZK          1852
PRG OK AMS47.48OK PRG47.48NUC94.96END ROE22.637600

  4.FE FARE RESTRICTIONS APPLY
  5.FV OK

```

Insert the FO element to indicate the voucher EMD-s number to take in exchange

>FO064-2414179107PRG19MAR20/00756663/064-8200561166M1PRG19MAR20/00775666

Create the Old form of Payment (FPO) element and indicate the new form of payment of the ADC

>FPO/CA+/CA

(If AgentPay is used >FPO/CCVI+/MOBIP/LNG-CS/EML-xxx.xxxx@xxx.xx/P1)

Add the note „COVID 19” into the Endorsement box

>6///COVID 19

```

--- TST RLR ---
RP/PRGOK0982/PRGOK0982          IS/SU  14APR20/1404Z  S8GMDV
  1.TEST/B
  2  OK 616 Q 10OCT 6 PRGAMS HK1      2  0700 0840  *1A/E*
  3  OK 617 Q 20OCT 2 AMSPRG HK1      0925 1055  *1A/E*
  4 AP PRG TBA - CZECH AIRLINES CSA - A
  5 TK OK14APR/PRGOK0982//ETOK
  6 FE PAX *M*FARE RESTRICTIONS APPLY /COVID 19/S2-3
  7 FO 064-2414179107PRG19MAR20/00756663/064-82005611660M1PRG19M
    AR20/00775666
  8 FP O/CA+/CA
  9 FV PAX OK/S2-3

```

Issue the new ticket

>TTP/T1/RT
OK ETICKET

>RT

--- TST RLR ---

RP/PRGOK0982/PRGOK0982 IS/SU 14APR20/1406Z S8GMDV

1.TEST/B

2 OK 616 Q 10OCT 6 PRGAMS HK1 2 0700 0840 *1A/E*

3 OK 617 Q 20OCT 2 AMSPRG HK1 0925 1055 *1A/E*

4 AP PRG TBA - CZECH AIRLINES CSA - A

5 TK OK14APR/PRGOK0982//ETOK

6 FA PAX 064-2414179154/ETOK/CZK1852/14APR20/PRGOK0982/0077566
6/S2-3

7 FB PAX 0000000000 TTP/T1/RT OK ETICKET/S2-3

8 FE PAX *M*FARE RESTRICTIONS APPLY /COVID 19/S2-3

9 FO 064-2414179107PRG19MAR20/00756663/064-82005611660M1PRG19M
AR20/00775666

10 FP O/CA+/CA

11 FV PAX OK/S2-3

>TWD

TKT-0642414179154 RCI- 1A LOC-S8GMDV

OD-PRGPRG SI- FCPI-1 POI-PRG DOI-14APR20 IOI-00775666

1.TEST/B ADT S I

1 OPRG OK 616 Q 10OCT0700 OK Q0BAGG O 10OCT10OCT NO

2 OAMS OK 617 Q 20OCT0925 OK Q0BAGG O 20OCT20OCT NO

PRG

FARE R CZK 2150

TOTALTAX CZK 0

TAXES PD

TOTAL CZK 1852A

/FC PRG OK AMS47.48OK PRG47.48NUC94.96END ROE22.637600

FE FARE RESTRICTIONS APPLY /COVID 19

FO 064-2414179107PRG19MAR20/00756663/064-8200561166

FP O/CA+/CASH

FOR TAX/FEE DETAILS USE TWD/TAX

>TWD/O*

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-E SAC- 064AZYBO5STN2 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 *M*COVID 19

FO 064-2414179107PRG19MAR20/00756663/064-2414179107

FP O/CA

FOID-