

INSTRUCTION – HOW TO USE EMD-S FOR FURTHER TRANSPORTATION – UPDATE 22 JUNE 2021

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, higher or less (see exception in respect of Galileo agencies below) 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 using Amadeus GDS can make standard reissue with residual value on EMD-S, service RSVT/RFISc 99I.

Note: Galileo agencies don't have the possibility to transfer the potential residual value to a new EMD-S due to technical reasons on GDS Galileo side. Consequently, should an EMD-S be reissued to a new ticket with lower price, the residual value will be forfeited.

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.

Unused EMD-S, upon the date of its expiration, can again be reissued to a new EMD-S in its residual value whereas the validity of the newly issued EMD-S will be 1 year from the date of its issue. Such reissue upon the date of expiration can be done repeatedly.

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.

The EMD-A has to be consumed within its validity. Otherwise the EMD-A has to be reissued.

Following use cases are possible in Amadeus GDS

EMD-S → ETKT

EMD-S → ETKT + EMD-S

EMD-S → EMD-A

EMD-A → EMD-A (re-association or re-issue as specified above)

Following use cases are not possible due to technical limitations

EMD-S → ETKT + EMD-A

EMD-S → EMD-A + EMD-S

EMD-S → EMD-S + EMD-S

EMD-S → EMD-A + EMD-A^{*)}

EMD-S → EMD-A + EMD-A^{*)}

***) Please pay attention that the original EMD-S or EMD-A can only be reissued to maximum 1 new EMD-A. If the price of the new service is lower than the original EMD-S or EMD-A, the residual value cannot be transferred and will be forfeited.**

Note:

If BSP agencies were unable to reissue the original e-ticket to EMD-S due to technical reasons (typically in GDS 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.
- The reissue to new e-ticket and EMD must be done in one step otherwise the residual value will be forfeited.**

Please use the following address to contact Czech Airlines:

- Czech Republic/Slovakia: helpdesk.ocr@csa.cz
- 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.

****)** In the context of the administration proceeding in respect of Czech Airlines under the Czech insolvency legislation launched on 10 March 2021, refunds of OK-064 traffic documents, including tickets, EMD-A and EMD-S specified above, can only be requested for tickets and EMD-A newly issued and newly paid on/after 11 March 2021 and EMD-S issued in exchange for tickets and EMD-A newly issued and newly paid on/after 11 March 2021. Reimbursement of funds for tickets and EMD-A issued on/before 10 March 2021 as well as for EMD-S issued in exchange for tickets and EMD-A issued on/before 10 March 2021 could be requested under the administration proceeding not later than 10 May 2021; this possibility is not available anymore. Nevertheless, all tickets, EMD-A and EMD-S, including those issued on/before 10 March 2021, can be fully utilized for future transportation as specified in the present Instruction.

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.

Agencies using GDS Galileo having questions related to EMD-S and their exchange can contact:

- o Czech Republic/Slovakia: helpdesk@tralveportgds.cz
- o All other markets: Travelport/Galileo helpdesk in charge of the respective market

Reissue with residual value in GDS Amadeus:

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 W0BAGG          05AUG05AUG 0PC
 2 O AMS OK  617 W 10AUG 0925  OK W0BAGG          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 CPN VALUE-742 ORIGIN-PRG
 NON REFUNDABLE

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 ADT
 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 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 064-2414179107PRG19MAR20/00756663/064-2414179107
 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-