

QATAR AIRWAYS

Ancillary Services and EMD Issuances

Guidelines for Travel Agencies

Index

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Preferred Seat - Ancillary Service

Ancillary Services are optional services that a passenger can purchase in combination with an airline ticket. This document gives an overview of Qatar Airways Preferred Seat purchase option through Travel agencies.

Seat Selection Product features						
Ticketed Class Economy	Fare Family		Comfort	Convenience	Classic	Offer
			Y,B,H	S, V, L, M, K	O, T, Q, N	W,
	Preferred Seats (Front rows of Economy cabin, A380 Lower deck front cabin, Upper Deck All economy)		✓	\$	\$	\$
	Extra Leg room seats (Including Bulkhead, Exit and Leg Space)		✓	\$	\$	\$
	Standard seats (Normal window / aisle / Middle excluding front rows of Economy Cabin)		✓	✓	\$ (Free at online Check-in)	\$ (Free at online Check-in)
	Privilege Club Member Benefits	QR Platinum & GOLD Privilege Club members & Accompanying pax in same booking reference (Applicable for equivalent oneworld members)	✓	✓	✓	✓
		QR Silver Privilege Club members and Applicable for equivalent oneworld members (Accompanying pax in booking reference not eligible for discount)	✓	✓	\$* up to 20% discount	\$* up to 20% discount
		QR Burgundy Privilege Club members & Accompanying pax	✓	✓	\$* up to 10% discount	\$* up to 10% discount
	PNR's with Infants & Accompanying pax in booking reference		✓	✓	✓	✓
	Regulatory Requirements with SSR / SK codes as tabled below		✓	✓	✓	✓
	\$ - Chargeable, ✓ - Complimentary access					

Notes :

1. Group booking (RBD G) Only FFP Platinum & Gold member and oneworld equivalent will get free of charge. – Accompanying pax will be chargeable as per chargeable seat selection.
 2. FFP & Staff tickets on Revenue RBD's eligible for purchase of seat as per above matrix.
 3. FFP Redemption tickets on (X) will be chargeable / Non chargeable as per FFP Tier eligibility
 4. If an Exempted PNR is split and the exempted passenger is no longer a part of the split PNR then all subsequent changes to the seating will be chargeable.
 5. Pax booked with Extra Seat (EXST) / Cabin Baggage (CBBG) are exempted from seat charges
 6. Seat selection from / to Canada flights and onward journey Canadian regulation pertinent to seating of children under 14 years of age as following.
 - a. Children under the age of 5 must be seated directly besides the accompanying passenger.
 - b. Children aged 5-11 must be seated in the same row as the accompanying passenger and separated by no more than one seat.
 - c. Children aged 12 or 13 must be seated no more than two rows away from accompanying passengers. This means that there must be no more than one row between them.
- The above rule applies for both Chargeable and free seat selection

Seat Products – Ancillary Setups				
SR CODES		Not Applicable		
RFISC		0B5		
Chargeable Seat Characteristics		Window	Middle	Aisle
Extra Leg Room Seats	Bulk Head Seats	✓	✓	✓
	Leg Space	✓	✓	✓
	Emergency Exit rows	✓	✓	✓
Preferred Seats	Economy Cabin row 2 to 6 (Varies according to Aircraft type)	✓	✓	✓
Standard Seats	Economy cabin excluding front rows of Preferred seats	✓	✓	✓
Seat selection	Specific request from the seat Map – Example ST/10A OR Generic seat request in Amadeus as per below table			
	1A Entry	What seats are blocked?		
	ST/YW	Chargeable Window		
	ST/YA	Chargeable Aisle		
	ST/YE	Chargeable Exit		
	ST/YC	Chargeable Cot		
	ST/YWB	Chargeable Window Bulkhead		
	ST/YAB	Chargeable Aisle Bulkhead		
	ST/YWE	Chargeable Window Exit		
	ST/YAE	Chargeable Aisle Exit		
	ST/YAC	Chargeable Aisle Cot		
	ST/YH	Chargeable Handicap		
	ST/Y	Chargeable		
Purchase window	Preferred & Extra leg room seats	Based on agreed local operating procedures of Departure Flight Activity triggered by the Airport [D-2Hrs].		

Standard seats	Any time prior to 72 hours of flight departure local time
----------------	---

Services eligible for AAAS are marked with a “/” (slash) in front of the service line at the time of service SSR booking. With the automation, Manual TSM-P management is replaced by an automatic flow; all other steps (booking, issuance, follow-up) stay’s unchanged.

1. Automated Issuance Limit – (AIL) –

Chargeable service codes with confirmed status are supported with AIL functionality. The objective of AIL is to notify the issuing office about the time limit of confirmation and release the unpaid services from the PNR if it is not materialized within the specific time. Below is an example of AIL in a PNR

```
RP/DOHQRO120/DOHQRO120          YH/GS  21MAR20/1338Z  KTST4V
1.ALPHA/ONE MRS    2.ALPHA/TWO MR
3  QR 945 N 11APR 6 SINDOH HK2      1  0215 0530  *1A/E*
4  QR 942 N 21APR 2 DOHSIN HK2      2005 0905+1 *1A/E*
5 AP 55667788
6 TK OK20MAR/DOHQRO120//ETQR
7 /SR RQST QR HK2 SINDOH/18AN,P1/18BN,P2/S3  SEE RTSTR
8 #SSR RQST QR HK2 DOHSIN/16AN,P1/16CN,P2/S4  SEE RTSTR
9 OPW-18MAR:1943/1C14/QR REQUIRES DOCUMENT ON OR BEFORE
  21MAR:1943/E7|
10 OPC-21MAR:1943/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E7
11 FA PAX 157-2391150262/ETQR/QAR5805.00/21MAR20/DOHQRO120/6589
  6666/S3-4/P1
12 FA PAX 157-2391150263/ETQR/QAR5805.00/21MAR20/DOHQRO120/6589
  6666/S3-4/P2
13 FB PAX 00000000000 TTP/RT OK ETICKET/S3-4/P1-2
14 FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE/S3-4/P1-2
15 FP CASH
16 FV PAX QR/S3-4/P1-2
```

Interline and codeshare flights are not part of automated Ancillary services and valid only on QR online flights / Prime flights only.

2. Booking Procedure at Reservations.

The product can be offered to customers at reservations during ticketing or post ticketing till flight departure.

Step 1: Retrieve PNR and ensure the FA element (ETQR) is available.

```

--- TST RLR ---
RP/DOHQ0120/DOHQ0120          YH/GS  20MAR20/2115Z  KTST4V
1.ALPHA/ONE MRS  2.ALPHA/TWO MR
3  QR 945 N 11APR 6 SINDOH HK2      1  0215 0530  *1A/E*
4  QR 942 N 21APR 2 DOHSIN HK2      2005 0905+1 *1A/E*
5 AP 55667788
6 TK OK20MAR/DOHQ0120//ETOR
7 FA PAX 157-2391150262/ETQR/QAR5805.00/21MAR20/DOHQ0120/6589
  6666/S3-4/P1
8 FA PAX 157-2391150263/ETQR/QAR5805.00/21MAR20/DOHQ0120/6589
  6666/S3-4/P2
9 FB PAX 0000000000 TTP/RT OK ETICKET/S3-4/P1-2
10 FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE/S3-4/P1-2
11 FP CASH
12 FV PAX QR/S3-4/P1-2
  
```

Step 2: Display the seat map when the PNR is retrieved. **SM3**

```

SM QR 0945/N/11APRSINDOH/V          /S003/
SM QR 0945 N 11APR SINDOH          351
  A B C      D E F      H J K
Y 16 <B Y      C      C Y C      C      Y B> 16 Y
  17 < Y / Y      H Y H      Y / Y      > 17
  18 < + + H      H Y H      H Y Y      > 18
  19 < Y Y H      H Y H      H Y Y      > 19
  20 < Y Y H      H Y H      H Y Y      > 20
  21 < Y Y H      H Y H      H Y Y      > 21
  22 < + + +      / / /      / + +      > 22
  23 < + + /      / / /      / / +      > 23
  24 < + + /      / / /      + + /      > 24
  25 < / / /      / / /      + + /      > 25
  26 < / / /      / / /      / / /      > 26
  27 < / / /      / / /      / / /      > 27
  28 < / / /      / / /      / / /      > 28
  A B C      D E F      H J K
. AVAILABLE  <> WING      F GEN FACI  K GALLEY  E EXIT    C COT
+ OCCUPIED   - LAST OFF  H HANDICAP  Q QUIET    G GROUPS  P PET
/ RESTRICTED B BULKHEAD  V PREF.SEAT X BLOCKED  L LEGROOM U UMRN
( ) SMOKING  D DEPORTEE  UP UP-DECK Z NO FILM  I INFANT  R REAR
Y CHARGEABLE
  
```

The character 'Y' indicates a chargeable seat. However the following characteristics will take precedence: Restricted / Occupied / Blocked / UMRN / Handicap / COT / PET / Deportee / Group or Last Offered to Chargeable seat indicator in the cryptic display Example 16C – COT SEAT OR 18D – HANDICAP SEAT.

Step 3: Select the seat from the seat map:

```
RP/DOHQOR0120/DOHQOR0120          YH/GS  21MAR20/1338Z  KTST4V
1.ALPHA/ONE MRS      2.ALPHA/TWO MR
3  QR 945 N 11APR 6 SINDOH HK2      1  0215 0530  *1A/E*
4  QR 942 N 21APR 2 DOHSIN HK2      2005 0905+1 *1A/E*
5 AP 55667788
6 TK OK20MAR/DOHQOR0120//ETOR
7 /SR RQST QR HK2 SINDOH/18AN,P1/18BN,P2/S3  SEE RTSTR
8 #SSR RQST QR HK2 DOHSIN/16AN,P1/16CN,P2/S4  SEE RTSTR
9 OPW-18MAR:1943/1C14/QR REQUIRES DOCUMENT ON OR BEFORE
  21MAR:1943/E7|
10 OPC-21MAR:1943/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E7

11 FA PAX 157-2391150262/ETQR/QAR5805.00/21MAR20/DOHQOR0120/6589
   6666/S3-4/P1
12 FA PAX 157-2391150263/ETQR/QAR5805.00/21MAR20/DOHQOR0120/6589
   6666/S3-4/P2
13 FB PAX 00000000000 TTP/RT OK ETICKET/S3-4/P1-2
14 FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE/S3-4/P1-2
15 FP CASH
16 FV PAX QR/S3-4/P1-2
```

Once the seat is selected, you will see a '/' chargeable indicator next to the SSR RQST. You may also see '#' symbol next to the SSR RQST when chargeable seat(s) is/are selected for exemptions listed in the table under the paragraph 'Scope'.

OPC/OPW elements are added to the PNR and linked to the chargeable services. These elements indicate the time limit when these service(s) will be cancelled if an EMD-A were not issued for them.

Step 4: You can also view the selected seat characteristics by using the following entry: RTSTR

```
1.ALPHA/ONE MRS
  QR0945 N 11APR SINDOH HK      18A  CHARGEABLE, WINDOW, OVERWING  ST/18A
2.ALPHA/TWO| MR
  QR0945 N 11APR SINDOH HK      18B  CHARGEABLE, MIDDLE SEAT, OVERWING
  ST/18B
```

Step 5: Pricing Entry: FXG

- This service is automatic priced
- TSM-P automatic creation: FXG entry
- Pricing result

FXG									
PASSENGER PTC -----									
OC	SRV	NP	PR	FLGT	DATE	(QAR)	FARE	TAX	TOTAL
01	ALPHA/ONE	ADT							
OB5	RQST	1	QR945	11APR	QAR	110.00			QAR110.00
02	ALPHA/TWO	ADT							
OB5	RQST	1	QR945	11APR	QAR	110.00			QAR110.00

Step 6: Update the form of payment: **TMI/FP-CASH** or **TMI/M1-2** or **TMI/ALL** as appropriate (or any other applicable form of payment)

>TMI/M1-2/FP-CASH									
M	P	R	NAME	TOTAL	FOP	ELEMENTS T			
1	.1	A/A	ALPHA/ONE+ QAR	110.00		7	P		
2	.2	A/A	ALPHA/TWO+ QAR	110.00		7	P		
DELETED TSM RECORDS MAY EXIST - PLEASE USE TMH									

Step 7: After an EOT, proceed with the EMD issuance – **TTM/RT**

EMD(s) is/are issued for the Chargeable 'I' service(s). OPC/OPW elements are deleted.

```

--- TST TSM RLR ---
RP/DOHQRO120/DOHQRO120      YH/GS  20MAR20/2142Z  KTST4V
1.ALPHA/ONE MRS  2.ALPHA/TWO MR
3  QR 945 N 11APR 6 SINDOH HK2      1  0215 0530  *1A/E*
4  QR 942 N 21APR 2 DOHSIN HK2      2005 0905+1 *1A/E*
5 AP 55667788
6 TK OK2CMAR/DOHQRO120//ETQR
7 /SSR RQST QR HK2 SINDOH/18AN,P1/18BN,P2/S3  SEE RTSTR
8 FA PAX 157-2391150262/ETQR/QAR5805.00/21MAR20/DOHQRO120/6589
  6666/S3-4/P1
9 FA PAX 157-2391150263/ETQR/QAR5805.00/21MAR20/DOHQRO120/6589
  6666/S3-4/P2
10 FA PAX 157-8241157652/DTQR/QAR110.00/21MAR20/DOHQRO120/65896
  666/P1/E7
11 FA PAX 157-8241157653/DTQR/QAR110.00/21MAR20/DOHQRO120/65896
  666/P2/E7
12 FB PAX 0000000000 TTP/RT OK ETICKET/S3-4/P1-2
13 FB PAX 0000000001 TTM/M1-2/RT OK EMD/P1/E7
14 FB PAX 0000000000 TTM/M1-2/RT OK EMD/P2/E7
15 FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE/S3-4/P1-2
16 FP CASH
17 FV PAX QR/S3-4/P1-2

```

Note: Bundled seat request will be shown as chargeable for all customers, even if 1 customer is exempted. Example INF customer exempted from Preferred seat in group PNR (RBD G)

RP/DOHQ0982/DOHQ0982 NC/SU 9JAN20/1121Z KIC2RR

0. OCH ST/GROUP NM: 5

BKD: 5 CNL: 0 SPL: 0

1.DESA/AL 2.DESA/BR 3.DESA/CH 4.DESA/DL

5.DESA/FX(INF/LEE)

6 QR 037 G 01JUN 1 DOHCDG HK5 1520 2115 01JUN E QR.KIC2RR

10 /SSR RQST QR HK5 DOHCDG/17DN,P1/17EN,P2/17FN,P3/16DN,P4/16EN
///,P5/S6 SEE RTSTR

12 SSR INFT QR HK1 DESA/LEE 09JAN20/S6/P5

>fxg

FXG

PASSENGER				PTC					
OC	SRV	NP	PR	FLGT	DATE	(QAR)	FARE	TAX	TOTAL
01	DESA/AL				ADT				
0B5	RQST	1	QR37		01JUN	QAR	110.00		QAR110.00
02	DESA/BR				ADT				
0B5	RQST	1	QR37		01JUN	QAR	110.00		QAR110.00
03	DESA/CH				ADT				
0B5	RQST	1	QR37		01JUN	QAR	110.00		QAR110.00
04	DESA/DL				ADT				
0B5	RQST	1	QR37		01JUN	QAR	190.00		QAR190.00

4. Sales and Payment Fulfilment

The payment of the preferred seats services EMD will be collected by respective issuing offices. The required service EMD must be associated to the flight leg of the e-ticket. EMD –A document for Chargeable service will clearly mention the type of commercial name for Chargeable service purchased (see Step 5 above).

6. Preferred Seat Eligibility Criteria

- Preferred Seat selection is subject to availability of seats.
- Seat selection is permitted only during /after ticket purchase.
- Customer must hold a confirmed economy class ticket (QR 157 Document).
- Tickets must be purchased on QR Market fares and QR Prime Flight numbers only.
- Preferred seats must be supported with EMD –A issuance to retain confirmation, else the seats will be released within two hours of selection.
- Charges are per passenger, per segment.

(g). Prices are in USD and the payment in any local currency will be calculated as per the Bankers Selling Rate (BSR) on day of payment for this service.

(h). Preferred Seat once purchased are Non Refundable / Non-transferable.

(i). Seat selection may not be available for all seats due to operational & Safety reasons

(j). Passengers with special needs requiring specific seating accommodation should contact Qatar Airways so that they can assist with allocating an appropriate seat Free of charge.

(k). Bulk head Seat selection doesn't guarantee Infant bassinet Cot.

5. Changes in Reservations / Cancellations / No Show / Re-association

Voluntary changes permitted subject to certain restrictions. Please refer to the table under for each scenario. Once purchased product is NON Refundable. Any failure to service delivery, customers can submit a refund request directly only after flight departs by writing to us at tell-us@qatarairways.com.qa

7. Standard Process for Service Delivery and Change Scenarios – Voluntary Scenarios. Following table will outline the different scenarios associated to voluntary changes and appropriate action that needs to be taken by the respective issuing office.

7.1.A. Voluntary Changes / Cancellations scenarios		Changes to seats	Refund Claims on Seat selection	
1	Rebooking to a same seat characteristic in the same (flight / Routing) with Equivalent / Lower price value	Permitted Free of Charge to same seat. Please refer to Voluntary changes matrix 7.1.B for QR office action	Non-Refundable	
2	Rebooking to a different seat characteristic in the same (flight / routing) Higher price value	Permitted with additional difference in fare collection. Please refer to Voluntary changes matrix 7.1.B for QR office action	Non-Refundable	
3	Rebooking to a new routing (Higher/equivalent / Lower price value)	Non-Changeable	Non-Refundable	
4	Customer does not inform booking office on flight changes - No Show	Non-Changeable	Non-Refundable	
5	Ticket re-issued / Upgraded to higher fare value / Cabin	Non-Changeable	Non-Refundable	
6	Any Name correction as per RTM process resulting in ticket re-issuance	Original EMD (A) document must be refunded, a new EMD with the correct name should be issued, and payment should be collected against the new EMD issuance.		
7.1.B Voluntary seat change scenarios for Seat selection				
Scenario under 7.1.B	Original seat reserved example	Customer wishes to change to another seat on the same flight or another flight with the same routing	Permitted action by QR offices	SK VNRF –% %Free text to be added QR offices
a	Standard Seat (\$10) (Window/Aisle/Middle)	Standard Seat (\$10) (Window / Aisle/Middle)	Changes permitted,	NOT APPLICABLE
	Preferred (\$30) (Window/Aisle/Middle)	Standard Seat (\$10) (Window / Aisle/Middle)	Changes permitted	SK VNRF <i>Informed Customer EMD NON REF</i>
	Preferred(\$30) (Window/Aisle/Middle)	Preferred (\$30) (Window/Aisle/Middle)	Changes permitted	NOT APPLICABLE
	Extra Leg room (\$50) (Window/Aisle/Middle)	Extra Leg room (\$50) (Window/Aisle/Middle)	Changes permitted	NOT APPLICABLE
b	Preferred (\$30) (Window/Aisle/Middle)	Extra leg room (\$50) (Window/Aisle/Middle)	Changes permitted- Collect ADC by reissuing the EMD-A.	NOT APPLICABLE
	Standard(\$10) (Window/Aisle/Middle)	Preferred(\$30) / Extra leg room (\$50) (Window/Aisle/Middle)	Changes permitted- Collect ADC by reissuing the EMD-A.	NOT APPLICABLE
c	Extra leg room (\$50) (Window/Aisle/Middle)	Preferred(\$30) / Standard (\$10) (Window / Aisle / Middle)	Changes permitted – EMD-A is Nonrefundable. No Refund will be provided for the difference in value	SK VNRF <i>Informed Customer EMD NON REF</i>
d	Preferred \$30) (Window / Aisle / Middle)	Standard (\$10) (Window / Aisle / Middle)	Change permitted - EMD-A is Nonrefundable. No Refund will be provided for the difference in value	SK VNRF <i>Informed Customer EMD NON REF</i>
QR Offices action				
1. All voluntary changes EMD must be on open status and respective flight segment				
2. Scenarios where voluntary changes are not permitted, EMD-A issued for the seat cannot be used by the passenger - it is deemed to be forfeited				
Any above permitted Voluntary changes done by QR Offices MUST add SK VNRF (wherever applicable) followed by respective free text. SK VNRF without appropriate text from RES will not respected as a voluntary change				

7.2 Voluntary Reissue / Change of preferred seats service involving ADC (Additional collection):

Passenger is holding below EMD but would now like to request for Extra leg room seats instead of comfort seats.

NOTE: Confirm EMD coupon Status open for utilization.

```

--- TST TSM RLR ---
RP/DOHQRO120/DOHQRO120          YH/GS  20MAR20/2142Z  KTST4V
1.ALPHA/ONE MRS  2.ALPHA/TWO MR
3  QR 945 N 11APR 6 SINDOH HK2      1  0215 0530  *1A/E*
4  QR 942 N 21APR 2 DOHSIN HK2      2005 0905+1 *1A/E*
5 AP 55667788
6 TK OK20MAR/DOHQRO120//ETQR
7 /SSR RQST QR HK2 SINDOH/18AN,P1/18BN,P2/S3  SEE RTSTR
8 FA PAX 157-2391150262/ETQR/QAR580 5.00/21MAR20/DOHQRO120/6589
6666/S3-4/P1
9 FA PAX 157-2391150263/ETQR/QAR580 5.00/21MAR20/DOHQRO120/6589
6666/S3-4/P2
10 FA PAX 157-8241157652/DTQR/QAR110 .00/21MAR20/DOHQRO120/65896
666/P1/E7
11 FA PAX 157-8241157653/DTQR/QAR110 .00/21MAR20/DOHQRO120/65896
666/P2/E7
12 FB PAX 0000000000 TTP/RT OK ETICKET/S3-4/P1-2
13 FB PAX 0000000001 TTM/M1-2/RT *OK EMD/P1/E7
14 FB PAX 0000000000 TTM/M1-2/RT *OK EMD/P2/E7
15 FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE/S3-4/P1-2
16 FP CASH
17 FV PAX QR/S3-4/P1-2

```

```

EMD-1578241157652      TYPE-A
INT-I      FCI-0  0      POI-DOH      DOI-21MAR20      SYS-1A  LOC-KTST4V
PAX- Alpha/ONE MRS
RFIC-A  AIR TRANSPORTATION
REMARKS-
CPN-1  RFISC-0B5  QR SINDOH  S-O
DESCRIPTION-PRE-RESERVED SEAT ASSIGNMENT
NON-REFUNDABLE
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-1572391150262E1      (A)
SERVICE REMARKS-CHARACTERISTICS: CH W
FARE  F  QAR      110.00
BR      3.6415
EXCH VAL QAR      110.00  RFND VAL
TAX-
TOTAL  QAR      110.00
/FC SIN QR DOH110.00QAR110.00END
FP CASH
FOID-
NON-ENDORSABLE

```



```

EMD-1578241157653      TYPE-A
INT-I                   FCI-0  0      POI-DOH      DOI-21MAR20      SYS-1A  LOC-KTST4V
PAX- ALPHA/TWO| MR      IOI-65896666
RFIC-A  AIR TRANSPORTATION      ADT
REMARKS-
CPN-1  RFISC-OB5  QR SINDOH  S-O
DESCRIPTION-PRE-RESERVED SEAT ASSIGNMENT
NON-REFUNDABLE
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-1572391150263E1      (A)
SERVICE REMARKS-CHARACTERISTICS: 9 CH
FARE  F      QAR      110.00
EXCH VAL QAR      110.00      RFND VAL      BR      3.6415
TAX-
TOTAL      QAR      110.00
/FC SIN QR DOH110.00QAR110.00END
FP CASH
FOID-
NON-ENDORSABLE

```

Step 1: Delete the old service and update PNR with new Service request
ST/30AC/S3/P1-2 (Comfort seats to Extra leg room seats)

```

TICKET RECONCILIATION NEEDED
--- TST AXR RLR ---
RP/DOHQRO120/DOHQRO120      YH/GS  21MAR20/1745Z  KTST4V
 1.ALPHA/ONE MRS   2.ALPHA/TWO| MR
 3  QR 945 N 11APR 6 SINDOH HK2      1  0215 0530  *1A/E*
 4  QR 942 N 21APR 2 DOHSIN HK2      2005 0905+1 *1A/E*
 5 AP 55667788
 6 TK OK20MAR/DOHQRO120//ETQR
 7 SK CHST QR HK1 CHARGEABLE SEAT UPDATE FOR THE PNR/S3/P1
 8 SK CHST QR HK1 CHARGEABLE SEAT UPDATE FOR THE PNR/S3/P2
 9 FA PAX 157-2391150262/ETQR/QAR5805.00/21MAR20/DOHQRO120/6589
   6666/S3-4/P1
10 FA PAX 157-2391150263/ETQR/QAR5805.00/21MAR20/DOHQRO120/6589
   6666/S3-4/P2
11 FHD PAX 157-8241157652/P1
12 FHD PAX 157-8241157653/P2
13 FB PAX 0000000000 TTP/RT OK ETICKET/S3-4/P1-2
14 FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE/S3-4/P1-2
15 FP CASH
16 FV PAX QR/S3-4/P1-2

```



```
>st/30AC/P1-2

TICKET RECONCILIATION NEEDED
--- TST AXR RLR ---
RP/DOHQ0120/DOHQ0120          YH/GS  21MAR20/1749Z   KTST4V
 1.ALPHA/ONE MRS   2.ALPHA/TWO MR
 3  QR 945 N 11APR 6 SINDOH HK2          1  0215 0530   *1A/E*
 4  QR 942 N 21APR 2 DOHSIN HK2          2005 0905+1 *1A/E*
 5 AP 55667788
 6 TK OK20MAR/DOHQ0120//ETQR
 7 /SSR RQST QR HK2 SINDOH/30AN,P1/30CN,P2/ EXIT SEAT - FAILURE
   /// TO MEET CRITERIA WILL RESULT IN SEAT CHA
   ///NGE/S3   SEE RTSTR
 8 SK CHST QR HK1 CHARGEABLE SEAT UPDATE FOR THE PNR/S3/P1
 9 SK CHST QR HK1 CHARGEABLE SEAT UPDATE FOR THE PNR/S3/P2
10 FA PAX 157-2391150262/ETQR/QAR5805.00/21MAR20/DOHQ0120/6589
   6666/S3-4/P1
11 FA PAX 157-2391150263/ETQR/QAR5805.00/21MAR20/DOHQ0120/6589
   6666/S3-4/P2
12 FHD PAX 157-8241157652/P1
13 FHD PAX 157-8241157653/P2
14 FB PAX 0000000000 TTP/RT OK ETICKET/S3-4/P1-2
15 FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE/S3-4/P1-2
16 FP CASH
```

Step 2: Price and calculate the new ADC: FXG

FXG/L7

PASSENGER										PTC	-----
OC	SRV	NP	PR	FLGT	DATE	(QAR)FARE	TAX			TOTAL	
01	ALPHA/ONE	ADT									
0B5	RQST	1	QR945	11APR		QAR190.00				QAR190.00	
02	ALPHA/TWO	ADT									
0B5	RQST	1	QR945	11APR		QAR190.00				QAR190.00	

Exit seat : QAR 190

Comfort seat : QAR 110 –

ADC : QAR 80

Step 3: Prepare TSM- P for reissue: TMI/EXCH/M3-4

```
TSM      3  TYPE P      DOHQ0120 YH/21MAR 00 INT I EMD-A CARR QR
1.ALPHA/ONE| MRS
RFIC-A/A  AIR TRANSPORTATION
1. RFISC-OB5 PRE-RESERVED SEAT ASSIGNMENT                                L 7
OPERATING CC-QR FEE OWNER-QR                                ORIGIN-SIN DEST-DOH
SERVICE REMARKS-CHARACTERISTICS: E
NON REFUNDABLE
NON INTERLINEABLE

ADD INF/RKS:

FARE      F  QAR      190.00
EXCH VAL  QAR      190.00

TOTAL      QAR      190.00  BSR  3.6415
FC SIN QR DOH190.00QAR190.00END
```

```
TSM      4  TYPE P      DOHQ0120 YH/21MAR 00 INT I EMD-A CARR QR
2.ALPHA/TWO| MR
RFIC-A/A  AIR TRANSPORTATION
1. RFISC-OB5 PRE-RESERVED SEAT ASSIGNMENT                                L 7
OPERATING CC-QR FEE OWNER-QR                                ORIGIN-SIN DEST-DOH
SERVICE REMARKS-CHARACTERISTICS: E
NON REFUNDABLE
NON INTERLINEABLE

ADD INF/RKS:

FARE      F  QAR      190.00
EXCH VAL  QAR      190.00

TOTAL      QAR      190.00  BSR  3.6415
FC SIN QR DOH190.00QAR190.00END
```

Step 4: Update the relevant TSM-P Fields.

```
TSM      3  TYPE P      DOHQ0120 YH/21MAR 11 INT I EMD-A CARR QR
1.ALPHA/ONE| MRS
RFIC-A/A  AIR TRANSPORTATION
1. RFISC-OB5 PRE-RESERVED SEAT ASSIGNMENT                                L 7
OPERATING CC-QR FEE OWNER-QR                                ORIGIN-SIN DEST-DOH
SERVICE REMARKS-CHANGES PERMITTED ADDITIONAL FEE QAR80 COLLECTED FROM COM
FORT SEAT TO EXIT SEAT
NON REFUNDABLE
NON INTERLINEABLE

ADD INF/RKS:

FARE      R  QAR      190.00
EXCH VAL  QAR      190.00

TOTAL      QAR      80.00  BSR  0.0000
FC SIN QR DOH190.00QAR190.00END
FO 157-8241157652DOH21MAR20/65896666/157-82411576521M1
```

```
TSM 4 TYPE P DOHQ0120 YH/21MAR 11 INT I EMD-A CARR QR
2.ALPHA/TWO| MR
RFIC-A/A AIR TRANSPORTATION
1. RFISC-0B5 PRE-RESERVED SEAT ASSIGNMENT L 7
OPERATING CC-QR FEE OWNER-QR ORIGIN-SIN DEST-DOH
SERVICE REMARKS-CHANGES PERMITTED ADDITIONAL FEE QAR80 COLLECTED FROM COM
FORT SEAT TO EXIT SEAT
NON REFUNDABLE
NON INTERLINEABLE

ADD INF/RKS:
FARE R QAR 190.00
EXCH VAL QAR 190.00

TOTAL QAR 80.00 BSR 0.0000
FC SIN OR DOH190.00QAR190.00END
FO 157-8241157653DOH21MAR20/65896666/157-82411576532M1
```

Step 5: Issue the EMD: TTM/M3-4/RT

```
RP/DOHQ0120/DOHQ0120 YH/GS 21MAR20/1856Z KTST4V
1.ALPHA/ONE MRS 2.ALPHA/TWO| MR
3 QR 945 N 11APR 6 SINDOH HK2 1 0215 0530 *1A/E*
4 QR 942 N 21APR 2 DOHSIN HK2 2005 0905+1 *1A/E*
5 AP 55667788
6 TK OK20MAR/DOHQ0120//ETQR
7 /SSR RQST QR HK2 SINDOH/30AN,P1/30CN,P2/ EXIT SEAT - FAILURE
/// TO MEET CRITERIA WILL RESULT IN SEAT CHA
///NGE/S3 SEE RTSTR
8 SK CHST QR HK1 CHARGEABLE SEAT UPDATE FOR THE PNR/S3/P1
9 SK CHST QR HK1 CHARGEABLE SEAT UPDATE FOR THE PNR/S3/P2
10 FA PAX 157-2391150262/ETQR/QAR5805.00/21MAR20/DOHQ0120/6589
6666/S3-4/P1
11 FA PAX 157-2391150263/ETQR/QAR5805.00/21MAR20/DOHQ0120/6589
6666/S3-4/P2
12 FA PAX 157-8241157654/DTQR/QAR80.00/21MAR20/DOHQ0120/658966
66/P1/E7
13 FA PAX 157-8241157655/DTQR/QAR80.00/21MAR20/DOHQ0120/658966
66/P2/E7
14 FB PAX 0000000000 TTP/RT OK ETICKET/S3-4/P1-2
15 FB PAX 0000000000 TTM/M3-4/RT OK EMD/P1/E7
```

New EMD is issued
with value 80 on line
12 & 13 associated to
new service on line 7

With additional value

Check the status of the OLD EMD that is changed to E (EXCHANGED)

```

EMD-1578241157652      TYPE-A      SYS-1A  LOC-KTST4V
INT-I      FCI-0  0      POI-DOH      DOI-21MAR20      IOI-65896666
PAX- ALPHA/ONE| MRS      ADT
RFIC-A  AIR TRANSPORTATION
REMARKS-
CPN-1  RFISC-0B5  QR SINDOH  S-E  SAC- 157ARGG0UUVPW
DESCRIPTION-PRE-RESERVED SEAT ASSIGNMENT
NON-REFUNDABLE
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-1572391150262E1      (D)
SERVICE REMARKS-CHARACTERISTICS: CH W
FARE  F  QAR      110.00
BR      3.6415
EXCH VAL QAR      110.00      RFND VAL
TAX-
TOTAL      QAR      110.00
/FC SIN QR DOH110.00QAR110.00END
FP CASH
  
```

```

EMD-1578241157653      TYPE-A      SYS-1A  LOC-KTST4V
INT-I      FCI-0  0      POI-DOH      DOI-21MAR20      IOI-65896666
PAX- ALPHA/TWO| MR      ADT
RFIC-A  AIR TRANSPORTATION
REMARKS-
CPN-1  RFISC-0B5  QR SINDOH  S-E  SAC- 157ARGG0UUVPX
DESCRIPTION-PRE-RESERVED SEAT ASSIGNMENT
NON-REFUNDABLE
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-1572391150263E1      (D)
SERVICE REMARKS-CHARACTERISTICS: 9 CH
FARE  F  QAR      110.00
BR      3.6415
EXCH VAL QAR      110.00      RFND VAL
TAX-
TOTAL      QAR      110.00
/FC SIN QR DOH110.00QAR110.00END
FP CASH
  
```