

AMADEUS CLUE CARD (EMD-A)

AVIH PET



This document covers the process of booking an animal travelling in the hold and how to issue the EMD-A for the cost associated. For further details please refer to the EMD-A Travel Agent Guide on Virgin Australia's Agency Hub or contact:
Sabre Helpdesk – 1300 300 033
Virgin Australia Industry Support – 13 67 37

Before booking a pet, please ensure the breed of the pet is not on the list of breeds prohibited to travel.

BUILD THE PNR

Book your itinerary and price. End and redisplay the PNR.

Add AVIH SSR into the booking:

Enter **SR AVIH-(DOG OR CAT) (WEIGHT KG)**

```
1.CHING/AVIH MS
2 VA 800 Q 20JUN 2 SYDMEL SS1      2  0600 0735  73H E 0 S
   SEE RTSVC
3 SSR AVIH VA NN1 EXTRA LARGE DOG 35KG/S2
4 FE PAX RESTRICTIONS APPLY/NONEND NONREF/ PENALTIES APPLY/S2
5 FV PAX VA/S2
```

End and Redisplay the Booking

- Enter **ER**

Ensure the AVIH is confirmed

- If the AVIH is confirmed the status of the SSR will change from NN status to a KK

SELL ANCILLARY INTO THE BOOKING:

Enter **SR ASVC-C/0A1** - for extra-large pet 0-10kg

```
1.CHING/AVIH MS
2 VA 800 Q 20JUN 2 SYDMEL HK1      2  0600 0735      E*
3 AP SYD +61 2 9903 3647 - ACO PACIFIC TA TEST OID - A
4 SSR CTCE VA NN1 CLIFFORD.RED AT VIRGINAUSTRALIA.COM
5 TK TL03MAR/SYDA83108
6 SSR AVIH VA HK1 DOG 35KG/S2
7 /SSR ASVC VA NN1 C/0A1//PET IN HOLD EXTRA LARGE/S2
8 FE PAX RESTRICTIONS APPLY/NONEND NONREF/ PENALTIES APPLY/S2
9 FM *M*0
10 FP CASH
11 FV PAX VA/S2
>SRASVC-C/0CC
```

Other Examples:

- Enter **SR ASVC-C/0AY** – for small pet 0-10kg
- Enter **SR ASVC-C/0AZ** – for medium pet 11-20kg
- Enter **SR ASVC-C/0A0** – for large pet 21-30kg
- Enter **SR ASVC-C/0A1** – for extra large pet 31-65kg

Add Guest's Email address into the booking:

- Enter **SRCTCE NN1-GUESTEMAILADDRESS.COM**

Example:

- Enter **SRCTCE NN1-CLIFFORD.RED AT VIRGINAUSTRALIA.COM**
(where @ is AT and _ is U)

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   SEE RTSVC
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6 FV PAX VA/S2
```

Important Note

The email address format is added by means of the standard IATA irregular operations SSR CTCE. This is the recommended format as VA will receive the guest's email address. If the email is added using the standard Amadeus entry, the email address will not be sent to VA.

It is mandatory to include the Guest's email address in the booking as the guest will be sent a copy of the VA confirmation email and air way bill (AWB) as well as a printed copy of the Pet in Hold Acceptance Checklist. The Guest is required to present these documents at the check-in counter drop/off point.

PRICING

Enter **FXG**

```
FXG
-----
PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (AUD)FARE      TAX      TOTAL
01 CHING/AVIHVA MS ADT
0A1 ASVC  1 VA800  20JUN AUD165.00      AUD165.00
```

Display the pricing record.

Enter **TQM**

PAYMENT OF ANCILLARY SERVICE AND ISSUING OF EMD-A

Enter **TTP/TTM/RT**

Note: The E-Ticket and EMD needs to be reissued at the same time

```
1.CHING/AVIH MS
2  VA 800 Q 20JUN 2 SYDMEL HK1      2  0600 0735      E*
3 AP SYD +61 2 9903 3647 - ACO PACIFIC TA TEST OID - A
4 APE CHING@HOTMAIL.COM
5 TK TL03MAR/SYDA83108
6 SSR AVIH VA HK1 DOG 35KG/S2
7 /SSR ASVC VA NN1 C/0A1//PET IN HOLD EXTRA LARGE/S2
8 FE PAX RESTRICTIONS APPLY/NONEND NONREF/ PENALTIES APPLY/S2
9 FM *M*0
10 FP CASH
11 FV PAX VA/S2
>>TTP/TTM/RT
OK ETICKET/EMD
```

End and Redisplay PNR.