

APOLLO 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

Create the booking and add SSR AVIH, then end transaction.

- **Add AVIH SSR into the booking: @3AVIH/Free text***

Example:

- Add AVIH SSR into the booking:
@3AVIH/SMALL DOG 5KG* - for small dog
- **End Transaction**
**You should see an SSR AVIH for the service booked

Status	Action
NN	Wait for confirmation
KD	Issue EMD
KK	No further action required
NO/UC	Service has been refused by VA. Cancel and contact Virgin Australia Industry Support

- **Ensure AVIH SSR has been confirmed with KK status.**

```
TrmGtid: 040650 IP Taste Terminal System: CAPA
L5SZNI/69 XDBKR C005050 AG 22222222 27APR
1.1CLIFFORD/RED
1 VA 908Y 23MAY BNESYD HK1 600A 735A TU
FONE-LONB*567567
TKTG-T/
GFAF-SSRAVIHVAKK01 BNESYD 0908Y 23MAY.SMALL DOG 5KG
ACKN-VA NCNBJX 27APR 0841
```

ADD SERVICE INFORMATION

- **Add passenger's email address in the booking:**
@:3SSRCTCEVAHK1/N1/EMAIL ADDRESS

Example:

- Add email address of the passenger:
@:3SSRCTCEVAHK1/N1/R.CLIFFORD//YAHOO.COM

```
TKTG-T/
GFAF-SSRAVIHVAKK01 BNESYD 0908Y 23MAY.SMALL DOG 5KG
2 SSRCTCEVAHK1/R.CLIFFORD//YAHOO.COM-1CLIFFORD/RED
ACKN-VA NCNBJX 27APR 0841
```

(use – for underscore and // for @ sign)

Important Note

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, which must be presented at the check-in counter drop/off point.

- **End Transaction**

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SELL ANCILLARY INTO THE BOOKING:

- Display Service Catalogue: \$B/DASO

LN	VEN	DESCRIPTION	PTC	AMNT	CUR	SEG	F
1	VA	1ST ADDITIONAL BAG PREPAID	ADT	26.60	USD	01	
2	VA	2ND ADDITIONAL BAG PREPAID	ADT	26.60	USD	01	
3	VA	PET IN HOLD LARGE 21 TO 30 KG	ADT	102.80	USD	01	
4	VA	PET IN HOLD XLRG 31 TO 65KG	ADT	125.60	USD	01	
5	VA	PET IN HOLD SMALL 0 TO 10 KGS	ADT	64.70	USD	01	
6	VA	PET IN HOLD MEDIUM 11 TO 20 KG	ADT	79.90	USD	01	
7	VA	UNACCOMPANIED MINOR FEE	ADT	41.90	USD	01	
8	VA	PAID SEATING	ADT				MAP

- Smartpoint Ancillary Catalogue Display

Ancillary Services

Passenger: RED CLIFFORD Filter: Pet In Hold Include View-Only Services

Frequent Flyer number may affect pricing, add numbers prior to selecting ancillaries.

RED CLIFFORD - Frequent Flyer 1 BNE>SYD 0.00

PET IN HOLD LARGE 21 TO 30 KG VA 82.10 GBP	<input type="text" value="0"/>
PET IN HOLD XLRG 31 TO 65KG VA 100.40 GBP	<input type="text" value="0"/>
PET IN HOLD SMALL 0 TO 10 KGS VA 51.70 GBP	<input type="text" value="0"/>
PET IN HOLD MEDIUM 11 TO 20 KG VA 63.90 GBP	<input type="text" value="0"/>

SSR Free Text

APPROXIMATE TOTAL **0.00** GBP

Prices are approximate. Verify prices at Review. REVIEW CANCEL

- Sell an ancillary from the display catalogue: DAS01Lm*Free Text (where m is the line number)

Example:

Sell ancillary from the catalogue **DAS01L5*TX-SMALL DOG 5KG** – for small dog

```
>DAS01L5*TX-SMALL DOG
* VA PET IN HOLD SMALL REQUESTED
```

See other examples below:

```
>DAS01L5*TX-small cat 5kg
>DAS01L6*TX-medium dog 15kg
>DAS01L3*TX-large cat 22kg
>DAS01L4*TX-extra large Dog 53kg
```

- End Transaction
- Ensure the SSR ASVC has been confirmed with KD status

```
TKTG-T/
GFAX-SSRAVIHVAKK01 BNESYD 0908Y 23MAY.SMALL DOG 5KG
2 SSRCTCEVAHK1/R.CLIFFORD//YAHOO.COM-1CLIFFORD/RED
3 SSRASVCVAKD01 BNESYD 0908Y 23MAY-1CLIFFORD/RED.C/0AY/ASVC/P
ET IN HOLD SMALL
ACKN-VA NCNBJX 27APR 0841
```

The banner ****ADDITIONAL SERVICES EXIST**** and ****SERVICE INFORMATION EXISTS**** should display. If it doesn't, ignore and re-retrieve the PNR.

- Display additional services: *DAS

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```
ADDITIONAL SERVICES
PASSENGER CLIFFORD/RED
LN SUP DESCRIPTION          STAT AMNT  CUR FLT DETAIL
01 VA  PET IN HOLD SMALL 0 TO CD   64.70   USD VA0908 BNESYD
```

- Display service elements: *PS

```
GFAX-SSRAVIHVAKK01 BNESYD 0908Y 23MAY.SMALL DOG 5KG
2 SSRCTCEVAHK1/R.CLIFFORD//YAHOO.COM-1CLIFFORD/RED
3 SSRASVCVAKD01 BNESYD 0908Y 23MAY-1CLIFFORD/RED.C/0AY/ASVC/P
ET IN HOLD SMALL
ACKN-VA NCNBJX 27APR 0841
```

```
7959999008554 CLIFFORD/RED L5SZNI/1V/03M7 22222222
CPN RFISC DESCRIPTION VALUE DATE STATUS
1 C-0AY PET IN HOLD SMALL 0 OPEN
EMD DOCUMENT TOTAL: USD 64.70
>EMD DETAIL DISPLAY 1
>EMD VOID 1.
>EMD REFUND 1.
```

ISSUE THE EMD

- **EMDI/Pn/ICticketnumber/Form of payment**
(where n is the passenger number)

Example:

- **EMDI/IC7959900231870/FS**

EMD issued successfully

```
TrmGtid: 040650 IP Taste Terminal System: CAPA
EMD GENERATED TOTAL 64.70
7959999008554 64.70 CLIFFORD/RED
TAB AND ENTER TO REDISPLAY PNR >*L5SZNI1
```

Display issued EMD: