

GALILEO 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: **SI.Pn/AVIH*Free text** (where n is the passenger number)

Example:

- Add AVIH SSR into the booking
SI.P1/AVIH*SMALL DOG 5KG – for small dog

```
>SR AVIH-SMALL DOG 5KG

PLEASE ENSURE THAT SSR FREE TEXT CONTAINS THE FOLLOWING:
DIMENSIONS AND WEIGHT OF ITEM
TYPE OF ANIMAL
>SI.AVIH@*
```

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

```
QM539Q/50 XDBKR C050503 AG 22222222 27APR
1.1CLIFFORD/RED
1. VA 912 Y 23MAY BNESYD HK1 0630 0805 O* E TU
** VENDOR LOCATOR DATA EXISTS ** >*VL1
** SERVICE INFORMATION EXISTS ** >*SI1
FONE-LONB*2342342432
TKTG-T*
** SPECIAL SERVICE REQUIREMENT **
SEGMENT/PASSENGER RELATED
S 1. VA 0912 Y 23MAY BNESYD
P 1. CLIFFORD/RED AVIH KK 1 SMALL DOG5KG
```

ADD SERVICE INFORMATION

- Add passenger's email address in the booking:
SI.Pn/SSRCTCEVAHK1/EMAIL ADDRESS (where n is the passenger number)

Example:

- Add email address of the passenger
S1.P1/SSRCTCEVAHK1/CLIFFORD.RED//GMAIL.COM

```
** MANUAL SSR DATA **
1. SSRCTCEVA HK 1 /CLIFFORD.RED//GMAIL.COM-1CLIFFORD/RED
```

(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

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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.

- End Transaction

SELL ANCILLARY INTO THE BOOKING:

- Display Service Catalogue: FQ/DASO

ADDITIONAL SVC				FOR DETAIL >DAS*L1			
LN	VEN	DESCRIPTION	PTC	AMNT	CUR	SEG	F
1	VA	1ST ADDITIONAL BAG PREPAID	ADT	21.30	GBP	01	
2	VA	2ND ADDITIONAL BAG PREPAID	ADT	21.30	GBP	01	
3	VA	PET IN HOLD LARGE 21 TO 30 KG	ADT	82.10	GBP	01	
4	VA	PET IN HOLD XLRG 31 TO 65KG	ADT	100.40	GBP	01	
5	VA	PET IN HOLD SMALL 0 TO 10 KGS	ADT	51.70	GBP	01	
6	VA	PET IN HOLD MEDIUM 11 TO 20 KG	ADT	63.90	GBP	01	
7	VA	UNACCOMPANIED MINOR FEE	ADT	33.50	GBP	01	
8	VA	PAID SEATING	ADT	BOOK THRU SEAT MAP			

- Smartpoint Ancillary Catalogue Display

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

<input type="checkbox"/> PET IN HOLD LARGE 21 TO 30 KG VA 82.10 GBP	0
<input type="checkbox"/> PET IN HOLD XLRG 31 TO 65KG VA 100.40 GBP	0
<input type="checkbox"/> PET IN HOLD SMALL 0 TO 10 KGS VA 51.70 GBP	0
<input type="checkbox"/> PET IN HOLD MEDIUM 11 TO 20 KG VA 63.90 GBP	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 5KG
*   VA   PET IN HOLD SMALL 0 TO 10 KGS REQUESTED
```

See other examples below:

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```
>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

```
TrmGtid: CCCE56      IP Taste Terminal      System: CREA
** SPECIAL SERVICE REQUIREMENT **
SEGMENT/PASSENGER RELATED
S 1. VA 0912 Y 23MAY BNESYD
  P 1. CLIFFORD/RED   ASVC KD 1  C/0AY/ASVC/PET IN HOLD SMA
                        LL
                        AVIH KK 1  SMALL DOG5KG
NO OSI EXISTS
** MANUAL SSR DATA **
1. SSRCTCEVA HK 1 /CLIFFORD.RED//GMAIL.COM-1CLIFFORD/RED
```

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

```
ADDITIONAL SERVICES
PASSENGER CLIFFORD/RED
LN SUP DESCRIPTION          STAT AMNT  CUR FLT DETAIL
01 VA  PET IN HOLD SMALL 0 TO CD  51.70  GBP VA0912 BNESYD
```

- Display service elements: *SI

```
** SPECIAL SERVICE REQUIREMENT **
SEGMENT/PASSENGER RELATED
S 1. VA 0912 Y 23MAY BNESYD
  P 1. CLIFFORD/RED   ASVC KD 1  **C/0AY/ASVC/PET IN HOLD SMALL
  P 1. CLIFFORD/RED   AVIH KK 1  SMALL DOG 5KG
** MANUAL SSR DATA **
1. SSRCTCEVA HK /CLIFFORD.RED//GMAIL.COM-1CLIFFORD/RED
NO OSI EXISTS
```

ISSUE THE EMD:

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

Example:

- **EMDI/IC7951340129154/FS**
EMD issued successfully

```
TrmGtid: CCCE56      IP Taste Terminal      System: CREA
EMD GENERATED      TOTAL          51.70
7952902115239      51.70          CLIFFORD/RED
TAB AND ENTER TO REDISPLAY PNR >*QM539Qi
```

Display of issued EMD:

```
TrmGtid: CCCE56      IP Taste Terminal      System: CREA
7952902115239      CLIFFORD/RED      QM539Q/1G/0XS4 22222222
CPN RFISC      DESCRIPTION          VALUE      DATE      STATUS
1  C-0AY      PET IN HOLD SMALL 0          0          OPEN
EMD DOCUMENT TOTAL:      GBP      51.70
>EMD DETAIL DISPLAY      1
>EMD VOID                1.
>EMD REFUND
```