

GALILEO CLUE CARD (EMD-A)

UNACCOMPANIED MINOR (UMNR)



BUILD THE PNR

Book the flight and prepare the PNR leaving out the passenger type code in the name field. It is recommended to add fare & frequent flyer information before displaying the service catalogue.

- Display Service Catalogue: FQ/DAS*

```
1-FQ/DAS*
>
>FQ/DAS*
PSGR
FQA 1 AUD 429.63 71.45 501.08 ADT
GUARANTEED
GRAND TOTAL INCLUDING TAXES **** AUD 501.08
**ADDITIONAL FEES MAY APPLY**SEE >F.
ADT PRIVATE FARE SELECTED
ADT TOUR CODE: MTS13
ADT LAST DATE TO PURCHASE TICKET: 15JAN15
ADT E-TKT REQUIRED
ADT FARE HAS A PLATING CARRIER RESTRICTION
UNABLE TO FILE - NEED FQ WITH PLATING CARRIER
BAGGAGE ALLOWANCE
ADT
VA BNESYD 1PC
BAG 1 - NO FEE UPTO50LB/23KG AND UPTO62LI/158LCM
BAG 2 - BAGGAGE CHARGES DATA NOT AVAILABLE
MYTRIPANDMORE.COM/BAGGAGEDETAILSVA.BAGG
CARRY ON ALLOWANCE
VA BNESYD 2PC
BAG 1 - NO FEE UPTO15LB/7KG AND UPTO45LI/115LCM
BAG 2 - NO FEE CARRYON HAND BAGGAGE ALLOWANCE
BAGGAGE DISCOUNTS MAY APPLY BASED ON FREQUENT FLYER STATUS/
ONLINE CHECKIN/FORM OF PAYMENT/MILITARY/ETC.
CARRY ON ALLOWANCE
VA BNESYD 2PC
BAG 1 - NO FEE UPTO15LB/7KG AND UPTO45LI/115LCM
BAG 2 - NO FEE CARRYON HAND BAGGAGE ALLOWANCE
BAGGAGE DISCOUNTS MAY APPLY BASED ON FREQUENT FLYER STATUS/
ONLINE CHECKIN/FORM OF PAYMENT/MILITARY/ETC.
ADDITIONAL SVC FOR DETAIL >MST.
LN VEN DESCRIPTION PTC AMNT CUR SEG F
1 VA 1ST ADDITIONAL BAG PREPAID ADT 35.00 AUD 01
2 VA 2ND ADDITIONAL BAG PREPAID ADT 35.00 AUD 01
3 VA UNACCOMPANIED MINOR FEE ADT 40.00 AUD 01
Display Rules
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- Sell an ancillary from the catalogue: DAS01Lm
(where **m** is the line number)

Note: Only one EMD-A per ancillary service item permitted

Please refer to UMNR policy on Virgin Australia's Agency Hub for further details
For further details please contact:-
Travelport – <http://www.ask-travelport.com>
Virgin Australia Industry & Trade Support – 13 67 37

Example:

Sell UMNR from the catalogue **DAS01L3*TX-UM10** – for child 10 years of age

```
1-DAS01L3*TX-UM10
* VA UNACCOMPANIED MINOR FEE REQUESTED
```

- Add service information in the PNR

SSR Entry **3SAN1.2UMNR 5YRS** = where **3** is the SSR indicator / **S** for segments /

A for all or **AN1.2** for pax 2.1 / **UMNR** as the SSR code and then the age

Language of child and first name **SI.VA*ENGLISH JOHN**

Sender name and relationship **SI.VA*SENDER MRS SHARON SMITH MOTHER**

Sender phone contacts **SI.VA*CTCH 07 33555555**

Receiver name and relationship **SI.VA*RECEIVER MR P SMITH FATHER**

Receiver phone contacts **SI.VA*CTCH SYD 02 99997777**

Password **SI.VA*PASSWORD**

Parent/legal guardian signing UMNR form **SI.VA*PARENT SHARON SMITH**

Does the child suffer from any allergies **SI.VA*ALLERGY YES/NO**

Advised the guest that UMNR is required to present proof of age at check-in –

SI.VA* guest advised UMNR is required to present proof of age at check-in

(For Multi-pax booking where not all pax are UMNR) Add YPTA SSR to the guest not travelling as UMNR)

Important Note:

If the child suffers from Allergies, please contact Virgin Australia Industry and Trade Support for further assistance. **The minimum age for UMNR is five (5) years old.**

Receive and end the PNR

GALILEO CLUE CARD (EMD-A)

UNACCOMPANIED MINOR (UMNR)



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**

Travelport Smartpoint - Window 1

D6BF5G/00 XVAVA 3C7X006 AG 99999992 04DEC
 1.1TRAVELPORT/JOHNMSTR
 1. VA 904 Y 15JAN BNESYD HK1 0530 0805 0* TH

*ALL *P *TD *VL *VR *SI *PI ***DAS**

ADDITIONAL SERVICES
 PASSENGER TRAVELPORT/JOHNMSTR
 LN SUP DESCRIPTION STAT AMNT CUR FLT DETAIL
 01 VA UNACCOMPANIED MINOR FE CD 40.00 AUD VA0904 BNESYD

- Display service elements: ***SI**

Travelport Smartpoint - Window 1

D6BF5G/00 XVAVA 3C7X006 AG 99999992 04DEC
 1.1TRAVELPORT/JOHNMSTR
 1. VA 904 Y 15JAN BNESYD HK1 0530 0805 0* TH

*ALL *P *TD *VL *VR ***SI** *PI *DAS

** SPECIAL SERVICE REQUIREMENT **
 SEGMENT/PASSENGER RELATED
 S 1. VA 0904 Y 15JAN BNESYD
 P 1. TRAVELPORT/JOHNMSTR ASVC KD 1 **E/0BZ/UMNR/UNACCOMPANIED MINOR FEE
 P 1. TRAVELPORT/JOHNMSTR UMNR KK 1 UM10
 ** OTHER SUPPLEMENTARY INFORMATION **
 CARRIER RELATED
 1. VA ENGLISH JOHN
 2. VA SENDER MRS S SMITH MOTHER
 3. VA CTCA BNE 12 MARYVALE ST ASCOT 4007 QLD
 4. VA CTCH 07 33555555
 5. VA RECEIVER MR P SMITH FATHER
 6. VA CTCA SYD 23 ACCENT ST MASCOT 2002 NSW
 7. VA CTCH SYD 02 99997777
 8. VA PASSWORD

**You should see an SSR ASVC for the service booked.

Please refer to **UMNR policy on Virgin Australia's Agency Hub** for further details

For further details please contact:-

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Virgin Australia Industry & Trade Support – 13 67 37

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 the VA Travel Agent's Helpdesk

ISSUE THE EMD:

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

>EMDI/P1/IC7959902477045/FS

- Verify service payment by displaying the service information: ***SI**
The EMD number should display at the end of the free text

*ALL *P *TD *FF *VL ***SI** *HTI *HTE *PI *DAS *EMDL

** SPECIAL SERVICE REQUIREMENT **
 SEGMENT/PASSENGER RELATED
 S 1. VA 0904 Y 15JAN BNESYD
 P 1. TRAVELPORT/JOHNMSTR ASVC HI 1 **E/0BZ/UMNR/UNACCOMPANIED MINOR FEE/795999908610C1
 P 1. TRAVELPORT/JOHNMSTR TKNE HK 1 7959902477044C1
 P 1. TRAVELPORT/JOHNMSTR UMNR KK 1 UM10