

# WORLDSPAN 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:** **3SAAVIHVAHK/Free Text-n**  
(where n is the passenger number)

#### **Example:**

- Add AVIH SSR into the booking: **3SAAVIHVAHK/SMALL DOG 5KG-1.1** 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**

```
1P- NVXC4N -  
1.1CLIFFORD/RED*ADT-  
1 VA 912Y 29SEP FR BNESYD HK1 630A 805A/O $ E-  
P- 1.T4S567567-  
T- 1.T/-  
TKG FAX-NOT PRICED FARE TYPE EX -  
G- 1.SSRAVIHVAKK1BNESYD0912Y29SEP- 1.1 .VAHKSMALL DOG 5 KG 1 1  
**** ITEMS SUPPRESSED ****/DR-
```

### ADD SERVICE INFORMATION

**Add passenger's email address in the booking: 5-MTT\*EMAIL ADDRESS**

#### **Example**

- Add email address of the passenger:
- **3SSRCTCEVAHK1/RED.CLIFFORD//YAHOO.COM-1.1**  
(where // is @ and .. is underscore)

```
MT TRAVELER E-MAIL-  
1.MTT RED.CLIFFORD@YAHOO.COM -CLIFFORD/RED-  
TKG FAX-NOT PRICED FARE TYPE EX -  
G- 1.SSRAVIHVAKK1BNESYD0912Y29SEP- 1.1 .VAHKSMALL DOG 5 KG 1 1  
**** ITEMS SUPPRESSED ****/DR-
```

#### **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. The Guest is required to present these documents at the check-in counter drop/off point.

- **End Transaction**

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### SELL ANCILLARY INTO THE BOOKING:

- Display Service Catalogue: 4P#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				

- Smartpoint Ancillary Catalogue Display

**Ancillary Services** ✕

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

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

RED CLIFFORD	1 BNE>SYD
<input type="checkbox"/> PET IN HOLD LARGE 21 TO 30 KG VA 102.80 USD	0
<input type="checkbox"/> PET IN HOLD XLRG 31 TO 65KG VA 125.60 USD	0
<input type="checkbox"/> PET IN HOLD SMALL 0 TO 10 KGS VA 64.70 USD	0
<input type="checkbox"/> PET IN HOLD MEDIUM 11 TO 20 KG VA 79.90 USD	0

✎ SSR Free Text

APPROXIMATE TOTAL  
**0.00**

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 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

```
G- 1.SSRRAVIHVAKK1BNESYD0912Y29SEP-CLIFFORD/RED.VAHKSMALL DOG 5
KG 1 1-
  2.SSRASVCVAKD1BNESYD0912Y29SEP-CLIFFORD/RED.C/0AY/ASVC/PET I
N HOLD SMALL 0 TO 10 KGS-
```

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 64.70 USD VA0912 BNESYD
```

- Display service elements: \*G

```
G- 1.SSRRAVIHVAKK1BNESYD0912Y29SEP-CLIFFORD/RED.VAHKSMALL DOG 5
KG 1 1-
  2.SSRASVCVAKD1BNESYD0912Y29SEP-CLIFFORD/RED.C/0AY/ASVC/PET I
N HOLD SMALL 0 TO 10 KGS-
```

### ISSUE THE EMD:

- **EMDI#n#ICticketnumber#Form of payment**  
(where n is passenger number)

Example:

- **EMDI#N1.1#IC7957980447493#\$CA**

EMD issued successfully

```
EMDI|IC7957980447493|£ca
EMD GENERATED TOTAL 64.70 -
7954570219495 64.70 CLIFFORD/RED -
-
TAB AND ENTER TO REDISPLAY PNR >*NVXC4N( -
```

Display of issued EMD:

```
7954570219495 CLIFFORD/RED NVXC4N/1P/T4S 35165001 -
CPN RFISC DESCRIPTION VALUE DATE STATUS -
1 C-0AY PET IN HOLD SMALL 0 OPEN -
EMD DOCUMENT TOTAL: USD 64.70 -
>EMD DETAIL DISPLAY ( ) -
>EMD VOID ( ) -
>EMD REFUND ( ) -
```

Verify service payment by displaying the service information: \*G

*The EMD number should display at the end of the free text*