

APOLLO 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: \$B/DASO

```
1-$B/DASO +
ADDITIONAL SVC          FOR DETAIL >DAS*L
LN  VEN DESCRIPTION      PTC  AMNT  CUR  SEG  F
1   VA  1ST ADDITIONAL BAG PREPAID  ADT   27.30 USD 01
2   VA  2ND ADDITIONAL BAG PREPAID  ADT   27.30 USD 01
3   VA  UNACCOMPANIED MINOR FEE     ADT   31.20 USD 01
```

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

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

Example:

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

```
1-DAS01L3*TX-UM +
*  VA  UNACCOMPANIED MINOR FEE     REQUESTED
```

- Add service information in the PNR

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

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

Password **@:3OSI VA PASSWORD/TIGER**

Note: "TIGER" is an example only, guest to provide their own password

Language of child and first name **@:3OSI VA ENGLISH JOHN**

Sender full name and relationship **@:3OSI VA SENDER MRS SHARON SMITH MOTHER**

Sender phone contacts **@:3OSI VA CTCH 07 33555555**

Receiver name and relationship **@:3OSI VA RECEIVER MR P SMITH FATHER**

Receiver phone contacts **@:3OSI VA CTCH SYD 02 99997777**

Parent/legal guardian signing UMNR form **@:3OSI VA PARENT SHARON SMITH**

Does the child suffer from any allergies: **@:3OSI VA ALLERGY YES/NO**

Advised the guest that UMNR is required to present proof of age at check-in –
@:3OSI 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.**

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Receive and end the PNR

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

```
1-*DAS
+
ADDITIONAL SERVICES
PASSENGER UMNR/APOLLO
LN SUP DESCRIPTION          STAT AMNT  CUR FLT DETAIL
01 VA UNACCOMPANIED MINOR FE OF 31.20  USD VA0916 BNESYD
```

- Display service elements: *PS

```
1-*PS
+
GFAX-SSRUMNRVAKK01 BNESYD 0916Y 15MAR.UM06
2 SSROTHS1V PLS NOTE FARE RULES MAY REQUIRE AN EARLIER TKT DA
TE
3 SSRADTK1VPLS TKT BY 0500 15MAR15 SYD OR VA SEGS WILL BE CXL
D
12 SSRUMNRVANN01 BNESYD 0916Y 15MAR-1UMNR/APOLLO.UM06
13 SSRASVCVAKD01 BNESYD 0916Y 15MAR-1UMNR/APOLLO.E/0BZ/UMNR/UN
ACCOMPANIED MINOR FEE
```

**You should see an SSR ASVC 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 the VA Travel Agent's Helpdesk

ISSUE THE EMD:

- **EMD/Nn/IC**ticketnumber
(where *n* is the passenger number)

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