

## Operation Guidelines of Amadeus EMD-A Chargeable Seat

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**RFIC: A**  
**RFISC: 0B5**

Service description and purpose

In order to offer quality service and good experience to our customers, China Southern Airlines offers chargeable seat services. Passengers can select whatever seats they prefer to make the journey more comfortable. Seat selection service is free for SkyPearl gold/silver members as a member privilege. This service can be purchased from official website, customer service center and Amadeus agents, at least 24 hours prior to departure time.

Chargeable seat services are applicable for passengers who purchase international passenger tickets. And the flight number applicable for the services must start with CZ and the flight must be undertaken by CSAIR. This service is applicable only for departure cities using Travelsky Departure Control system

Detailed EMD flow

**Initial PNR**

```

--- TST RLR ---
RP/HKGH221TK/HKGH221TK          PJ/SU  25SEP17/0427Z  PZS9DU
HKGH221TK/1992PJ/25SEP17
  1.CZSEAT/ANTOINETTE
  2  CZ 326 M 01OCT 7 SYDCAN HK1 1105 1750 01OCT E CA/MTFXD3
  3 AP HKG (852)2913 7470 - AMADEUS HONG KONG LTD. - A
  4 TK TL25SEP/HKGH221TK
  5 FE PAX Q/NONEND PENALTY APPLS/S2
  6 FM *M*0
  7 FP CASH
  8 FV PAX CZ/S2
  
```

**Booking**

**Displaying Seat map (HE SM)**

**SM2**

```

SM CZ 0326/M/01OCTSYDCAN          /S002/
SM CZ 0326 M 01OCT SYDCAN          33A
M
0          0          0          0
3          4          5          6
12345678901234567890123456789012
K  X+YYYY.....X.....XXX          K
H  YYYYYY.....X.....XXX          H
G  YYYYYY.....X.....XXX          G
F  YYYYYY.....X.....          F
E  YYYYYY.....X.....XXX          E
D  YYYYYY.....X.....XXX          D
C  YYYYYY..... X.....XXX          C
A  YYYYYY..... X.....XXX          A
  
```



```

12345678901234567890123456789012
3           4           5           6
0           0           0           0
M

. AVAILABLE <> WING      F GEN FACI   K GALLEY   E EXIT     C COT
+ OCCUPIED  - LAST OFF  H HANDICAP Q QUIET    G GROUPS  P PET
/ RESTRICTED B BULKHEAD  V PREF.SEAT X BLOCKED  L LEGROOM U UMNR
() SMOKING  D DEPORTEE  UP UP-DECK Z NO FILM  I INFANT  R REAR
Y CHARGEABLE

```

**Seat selection (HE ST), Chargeable seat is shown as Y**

**ST/32C**

```

--- TST RLR ---
RP/HKGH221TK/HKGH221TK          PJ/SU  25SEP17/0429Z  PZS9DU
HKGH221TK/1992PJ/25SEP17
1.CZSEAT/ANTOINETTE
2  CZ 326 M 01OCT 7 SYDCAN HK1  1105 1750  01OCT  E  CA/MTFXD3
3 AP HKG (852)2913 7470 - AMADEUS HONG KONG LTD. - A
4 TK TL25SEP/HKGH221TK
5 /SSR RQST CZ HK1 SYDCAN/32CN,P1/S2  SEE RTSTR
6 SSR OTHS 1A DOCS INFO IS REQUIRED FOR CZ FLT
7 FE PAX Q/NONEND PENALTY APPLS/S2
8 FM *M*0
9 FP CASH
10 FV PAX CZ/S2

```

**Pricing (HE FXG)**

**FXG**

```

FXG
PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (HKD)FARE    TAX          TOTAL
01 CZSEAT/ANTOINET ADT
0B5 RQST  1 CZ326  01OCT HKD117          HKD117

```

**Updating all necessary field on EMD before EMD issuance, Form of payment, for example (HE TMI)**

**TMI/FP-CASH**

```

TSM  1  TYPE P      HKGH221TK PJ/25SEP 00 INT I EMD-A CARR CZ
1.CZSEAT/ANTOINETTE
RFIC-A/O  AIR TRANSPORTATION
1. RFISC-OB5 CHARGEABLE SEAT                                L  5
OPERATING CC-CZ FEE OWNER-CZ                                ORIGIN-SYD DEST-CAN
SERVICE REMARKS-CHARACTERISTICS: CH

ADD INF/RKS:
FARE  F  HKD          117

```



|          |        |                 |     |         |
|----------|--------|-----------------|-----|---------|
| EXCH VAL | HKD    | 117             |     |         |
| TOTAL    | HKD    | 117             | BSR | 7.78415 |
| FC       | SYD CZ | CAN117HKD117END |     |         |
| FP       | CASH   |                 |     |         |

**Issuance (HE TTM)**

EMD status at issuance time are "Open"

- An ETKT should be issued before or at the same time as EMD-A issuance

**TTP/TTM**

|                |
|----------------|
| >TTP/TTM       |
| OK ETICKET/EMD |

**EMD Display (HE EWD)**

**EWD**

|                             |                    |           |              |
|-----------------------------|--------------------|-----------|--------------|
| EMD-7842612831021           | TYPE-A             | SYS-1A    | LOC-PZS9DU   |
| INT-I                       | FCI-0              | POI-HKG   | DOI-25SEP17  |
| PAX-                        | CZSEAT/ANTOINETTE  |           | IOI-00014416 |
| RFIC-A                      | AIR TRANSPORTATION |           | ADT          |
| REMARKS-                    |                    |           |              |
| CPN-1                       | RFISC-0B5          | CZ SYDCAN | S-0          |
| DESCRIPTION-CHARGEABLE SEAT |                    |           |              |
| PRESENT TO-                 |                    |           |              |
| PRESENT AT-                 |                    |           |              |
| ICW-7846599693016E1         |                    | (A)       |              |
| SERVICE REMARKS-            |                    |           |              |
| FARE F                      | HKD                | 117       |              |
| EXCH VAL                    |                    | RFND VAL  |              |
| TAX-                        |                    |           |              |
| TOTAL                       | HKD                | 117       |              |
| /FC SYD CZ CAN117HKD117END  |                    |           |              |
| FP CASH                     |                    |           |              |

**EMD sales cancellation (void)**

- Chargeable Seat service can be voided
- EMD status after voided is "V"
- Refer to HE TRDC for more information

**TRDC/L10**

|                            |
|----------------------------|
| OK - DOCUMENT(S) CANCELLED |
|----------------------------|

**EMD refund**

Chargeable Seat service is free to refund no later than 48 hours before flight departure.

Within 48 hours before flight departure or after flight departure, Chargeable seat service is not allowed to refund (Except for those passengers who purchase another seat for the same flight).

If the passengers purchase seat selection service on new flight(s) after voluntary change, the original seat selection charge is free to refund.

Refund is not allowed if the passenger has purchased an emergency exit seat but fails to meet the requirement thereof.

If the ticket is involuntarily changed, refunded or endorsed, the service can be refunded without any fees.

Chargeable Seat service must be refunded via the original sales channel. Refund is valid within 12 months after purchase.

Refer to HE TRF for more information regarding the entry

**TRF/L7/EMD**

|               |              |                                 |         |
|---------------|--------------|---------------------------------|---------|
| REFUND RECORD |              | AGT-00014416 PJ/03OCT17 F TKT-Y |         |
| NM            | NAME         | CZSEAT/BREKINS FOUR             |         |
| I             | ISSUED       | 03OCT17                         |         |
| D1            | DOCUMENT     | 784 2612831036 0 CPNS 1000      |         |
| F             | FARE PAID    | HKD                             | 117     |
| U             | FARE USED    |                                 | 0       |
|               | FARE REFUND  |                                 | 117     |
| XT            | TAX REFUND   |                                 | 0 >TRFT |
|               | REFUND TOTAL |                                 | 117     |
| FP1           | CASH         |                                 | 117     |
| S             | ITINERARY    | INTERNATIONAL                   |         |

**TRFP**

|  |
|--|
| OK EMD RECORD UPDATED SAC- 7847276105444 |
| OK - REFUND PROCESSED                    |

**EMD exchange (reissue)**

EMDs for chargeable seats are not allowed to exchange or reissue.

**Service Change Rules**

| Case | E-ticket & EMD | Change   | Procedure / consequences |
|------|----------------|--|--------------------------|
| 1    | Any flight     | Flight rebooked to another date / flight nbr changes | <b>Not applicable</b>    |



|          |   |                          |
|----------|---|--------------------------|
| <b>2</b> | <i>Ticket is voided -&gt; EMD needs to be voided</i><br><i>Ticket is refunded. EMD will be refunded.</i><br><i>The selected seat shall be cancelled from the PNR when it is no longer required.</i> | <b>Yes</b><br><b>Yes</b> |
| <b>3</b> | <i>Passenger changes his mind and rebooks ticket in a lower class</i>   | <b>Not applicable</b>    |
| <b>4</b> | <i>Passenger is rerouted voluntary</i>  | <b>Not applicable</b>    |
| <b>5</b> | <i>Upgrade with money</i>   | <b>Not applicable</b>    |
| <b>6</b> | <i>Upgrade with points</i>  | <b>Not applicable</b>    |
| <b>7</b> | <i>Any involuntary flight cancellation. Passenger does not travel</i>   | <b>Not applicable</b>    |
| <b>8</b> | <i>Involuntary rerouting to another flight</i>  | <b>Not applicable</b>    |