

Ancillary Services EMD Issue Procedure Manual for Sales Agents Working at the Airports Where New DCS NWSYS is Used for Check-in Process of NORD WIND LLC (N4) and LLC IKAR (EO) Passengers.

1. List of airports where new Departure Control system NWSYS is installed:

Russian Federation airports - SVO/ SIP/ SVX/ VOZ/ KLF/ EGO/ GOJ/ KGD/ KUF/ REN/ KJA

Foreign airports - IST/ AYT/ DLM/ BJV/ PMV/

The list of airports can be updated.

Attention: if during check-in process it is impossible for Sirena sales agent to issue EMD for ancillary services using +PT request, then, most likely, a new DCS NWSYS is used for check-in process.

2. Ancillary service EMD issue has to be done in the original PNR (first request booking)

- if a passenger's ticket is issued through Sirena-Travel GDS terminal, then the PNR record locator can be displayed on the screen if you use the following queries:

*Record Locator (PNR number)

Or

(E-ticket#ticket number (in the reply message you see the PNR number)

- if a passenger's ticket is issued in international GDS (such as Amadeus, Saber, etc.) it is necessary to "claim" the PNR at Sirena terminal (the session does not matter – airline session or TCH session):

***C/N4-flight/PNR_N4** – claim PNR (PNR_N4 – means inventory record locator number)

***C/CL** – assign Sirena record locator number

E

Attention: after “claim PNR” procedure, it is necessary to save and close the reservation with request E, wait for some time (1 min) before EMD issue process (it is necessary to give time to pass the telegrams in order to apply the correct cost depending on the fare brand).

3. Payment for excess baggage and carry-on baggage:

The service code required for EMD issue will be indicated on the boarding pass presented by the passenger.

For connection flights transportation, issued on single electronic ticket, a single EMD-A is issued for excess baggage. The service is added to all segments at once.

Request to the system:

Service is booked through the SVC element
SVC for 1st passenger, 1st segment, EMD type=A, RFISC=0LL:

3SAS1P1A1//0LL

ER

Automatically pricing of 3rd SVC, type of service is C

TM/C+S3

Issue EMD-A for SVC on 3rd line

EMDA/C+S3

E

4. Purchase of Seat Selection service

If a passenger has applied to pay for the Seat Selection service, the seat number will be indicated on the boarding pass instead of the service code.

Request to the system:

Add Seat Selection service on the 1st segment for the 1st passenger in PNR:

3S1P1SEAT10A

Where 10A – is a seat number

ER

Automatically pricing of 4th SVC, type of service is F

TM/F+S4

Issue EMD-A for SVC on 4th line

EMDA/F+S4

E

If you have any questions about Ancillary services EMD issue, you can contact the airline using the phone + (391)200-80-70 ext.78077 – Reservation Control Group
E-Mail: control@nordwindairlines.ru

Working hours - round the clock (24/7).