

ETKT INSTRUCTION

INSTRUCTION FOR TRAVEL AGENTS HOW TO ISSUE EMD-VOUCHER (DSIT D/997)

2020

LOT POLISH AIRLINES INSTRUCTION FOR ISSUING EMD VOUCHER

IMPORTANT INFORMATION – TO ISSUE EMD:

- EMD must be issued according to the regular reissue/exchange basis procedure:
 - Fare box – with reissue indicator
 - Tax boxes - all taxes from the ticket must be shown as paid (old ones) in tax boxes (each tax separately)
 - Total box – No ADC (reissue with no additional collection)
 - Endorsement / Restrictions box – **NON REF / COVID-19 OUTBREAK** – remark must be added
- EMD must be issued in the same currency which is shown in the ticket as payment (currency shown in Equivalent, Taxes, Total box);
- EMD is valid for reissue to the new ticket within one year after the date of issuance;
- New ticket recalculation – fare difference if any and new taxes (not shown on EMD) have to be collected;
- EMD-international can only be accepted on international travel/ticket
- EMD-domestic can only be accepted on domestic travel/ticket
- In case of any doubts or questions please send your email to agent.helpdesk@lot.pl address.

DEDICATED INSTRUCTION FOR 1A TRAVEL AGENTS

EXAMPLE:

Ticket to be exchanged to EMD

TKT-0802408192129 RCI- 1A LOC-BPEBR4
OD-WAWWAW SI- FCPI-0 POI-WAW DOI-13MAR20 IOI-63490416
1.CORONA/WIRUS MR ADT S I
1 OWAW LO 381 O 22JAN0750 OK OSAVIO O 22JAN22JAN NO
2 OFRA LO 384 O 28JAN0700 OK OSAVIO O 28JAN28JAN NO
WAW
FARE F PLN 250.00
TOTALTAX PLN 318.15
TOTAL PLN 568.15
/FC WAW LO FRA32.20LO WAW32.20NUC64.40END ROE3.880948
FE NONREF/ NO CHNG
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX

TOTALTAX PLN 318.15
TX01 PLN 43.20YQ TX02 PLN 0.82ND TX03 PLN 60.00XW
TX04 PLN 56.29OY TX05 PLN 42.98DE TX06 PLN 114.86RA

To issue EMD:

1. create SVC – DSIT element:

IU LO NN1 DSIT WAW/13APR

2. create TSM mask

TMC

3. Update TSM mask

TMI/YI --→ in case of international ticket

TMI/YD --→ in case of domestic ticket

TMI/CV-250 (coupon value)

TMI/R250/O43.20YQ/O0.82ND/O60.00XW/O56.29OY/O42.98DE/O114.86RA/W0.00 (old fare+tax)

**all taxes have to be shown as paid in tax boxes.

TMI/FE-NON-REF / DUE TO COVID-19 OUTBREAK /WAW FRA WAW

** NON-REF plus reason of reissue and original routing must be shown

TMI/FP-O/CASH (updating old form of payment)

FO*L9

FO 080-2408192129WAW13MAR20/63490416/080-24081921290E1

TMI/FO-080-2408192129WAW13MAR20/63490416/080-24081921290E1

TSM 2 TYPE P WAWLO0983 SA/13APR 11 INT I EMD-S CARR LO
 1.CORONA/WIRUS MR
 RFIC-D/J FINANCIAL IMPACT
 1. RFISC-997 DEPOSIT DOWN PAYMENT L 2
 OPERATING CC-LO CPN VALUE-250 ORIGIN-WAW
 NVA-13MAR21

ADD INF/RKS:

FARE R PLN 250.00
 EXCH VAL PLN 568.15

TX001 O PLN 43.20-YQ TX002 O PLN 0.82-ND TX003 O PLN 60.00-XW
 TX004 O PLN 56.29-OY TX005 O PLN 42.98-DE TX006 O PLN 114.86-RA

TOTAL PLN 0.00
 FE *M*NON-REF / DUE TO COVID-19 OUTBREAK /WAW FRA WAW
 FO 080-2408192129WAW13MAR20/63490416/080-24081921290E1
 FP O/CASH

4. TTM/RT – issuing command