

J2- Azerbaijan Airlines Service Policies

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1. Automated Pricing Services*

(*) Services which price is filed in OC fees in ATPCo (only available on ancillary certified markets)

1.1. Pre-paid baggage (XBAG)

XBAG C/OAA PRE PAID BAG

Service description and purpose

XBAG charges to be used for pre-paid excess baggage charges. Deadline is 03 hours before departure.

Detailed EMD flow

Initial PNR

```

--- TST RLR ---
RP/BAKKZ2584/BAKKZ2584          PJ/SU  20JUL16/1203Z    5PICBK
1.XBAG/FOUR
2  J28101 K 01AUG 1 GYDAYT HK1  0700 0900  01AUG  E  J2/ES8EN
3  J28102 K 10AUG 3 AYTGYD HK1  1000 1350  10AUG  E  J2/ES8EN
4 AP BAK 99412_5980085 - CARLTON TRAVEL ASSISTANCE LLC - A
5 TK TL20JUL/BAKKZ2584
6 /SSR XBAG J2 HK1/S2
7 /SSR XBAG J2 HK1/S3
8 SSR OTHS 1A AUTO XX IF SSR TKNA/E/M/C NOT RCVD BY 0700/25JUL
  /BAK LT
9 SSR ADMD 1A KK1 TO J2 BY 25JUL 0700 BAK TIME OR WILL BE XLD
10 FE PAX OPERATED BY AZALJET/S2-3
11 FM *M*0
12 FP CASH
13 FV PAX J2/S2-3
  
```

Booking

- XBAG is for piece concept.
- **SR XBAG-1PC** for one pre-paid baggage.
- In case PAX wants to purchase more than 1 pre-paid baggage, you can apply the following entry by adding the number of piece after NN status and before PC. (**SR XBAG NN2-2PC**, for example)

Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to Amadeus T/As.

- TSM-P automatic creation: **FXG** entry
- Form or payment is required before EMD issuance (**TMI/FP-CASH**, for example)
- In Connection With information is required.

```

FXG

PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE  (AZN) FARE      TAX      TOTAL

01 XBAG/FOUR      ADT
0AA XBAG   1 J28101  01AUG
0AA XBAG   1 J28102  10AUG AZN74.90      AZN74.90
  
```

➤ TMI/FP-CASH (example case)

```

TSM      2  TYPE P      BAKKZ2584 PJ/20JUL 00 INT I EMD-A CARR J2
1.XBAG/FOUR
RFIC-C/C  BAGGAGE
1. RFISC-0AA PRE PAID BAG                                L   6
   OPERATING CC-J2 FEE OWNER-J2                        ORIGIN-GYD DEST-AYT
   EXCESS BAGGAGE-1  PC RATE PER UNIT  AZN              0.00
   NON INTERLINEABLE
2. RFISC-0AA PRE PAID BAG                                L   7
   OPERATING CC-J2 FEE OWNER-J2                        ORIGIN-AYT DEST-GYD
   EXCESS BAGGAGE-1  PC RATE PER UNIT  AZN              0.00
   NON INTERLINEABLE

ADD INF/RKS:

FARE      F  AZN      74.90
EXCH VAL   AZN      74.90

TOTAL      AZN      74.90  BSR  1.602800000
FC  BAK J2 AYT34.80 J2 BAK40.10AZN74.90END
FP  CASH
  
```

Issuance

- EMD coupon status at issuance time is "Open"

- TTP/TTM/RT
OK ETICKET/EMD

EMD display (EWD)

```

EMD-7712716957587      TYPE-A      SYS-1A  LOC-
5PICBK
INT-I      FCI-0  0      POI-BAK      DOI-20JUL16      IOI-
61320803
PAX- XBAG/FOUR
ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0AA  J2 GYDAYT  S-O
DESCRIPTION-PRE PAID BAG
PRESENT TO-
PRESENT AT-
  
```

```

ICW-7711796054509E1          (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-AZN          0.00
SERVICE REMARKS-
CPN-2  RFISC-0AA  J2 AYTGYD  S-O
DESCRIPTION-PRE PAID BAG
PRESENT TO-
PRESENT AT-
ICW-7711796054509E2          (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-AZN          0.00
SERVICE REMARKS-
FARE      F      AZN          74.90
EXCH VAL                      RFND VAL
TAX-
TOTAL      AZN          74.90
/FC BAK J2 AYT34.80 J2 BAK40.10AZN74.90END
FP CASH
FOID-
NON-ENDORSABLE

```

EMD sales cancellation (void)

- Void is possible on day of issuance, without penalty.
- Transaction: **TRDC/L** (FA line number for EMD) or refer to **HE TRDC** for more information.
- **SR:XBAG to be removed from PNR after VOID of EMD** . Otherwise an Airline reserves the right to charge agency for penalty fee.

EMD refund

- Refund is possible without penalty up to 3 hours before departure, and after departure if passenger coupon is not used.
- Transaction: **TRF/L** (FA line number for EMD) and **TRFP** or refer to **HE TRF** for more information.
- **SR:XBAG to be removed from PNR after REFUND of EMD** . Otherwise an Airline reserves the right to charge agency for penalty fee.

EMD exchange (reissue)

- Not available

Service Change Rules

Please note that those are proposal of situation for service changes.

Case	E-ticket & EMD	Change	Procedure / consequences
1.	<i>Any flight</i>	<i>Flight rebooked to another date / flight nbr changes > new tickets issued.</i>	<i>New SR element to be added. EMD needs to be revalidated and then associated to new ticket.</i>
2.		<i>Ticket is voided and no new tickets issued.</i>	<i>EMD needs to be voided</i>
3.		<i>Ticket is voided and new ticket issued</i>	<i>EMD needs to be voided and new EMD to be issued. New SR element to be added.</i>

4.		<i>Ticket is refunded.</i>	<i>EMD to be refunded.</i>
5.		<i>Passenger changes his mind and rebooks ticket in a lower class</i>	<i>New SR element to be added. EMD to be associated to new ticket.</i>
6.		<i>Passenger is rerouted voluntary</i>	<i>EMD to be associated to new ticket (new SR element to be added) or refunded depending route/airline.</i>
7.		<i>Upgrade with money/ with points</i>	<i>New SR element to be added. EMD to be associated to new ticket.</i>
8.		<i>Any involuntary flight cancellation. Passenger does not travel</i>	<i>EMD could be refunded depending fare rules.</i>
9.		<i>Involuntary rerouting to another flight</i>	<i>EMD to be associated to new ticket (new SR element to be added.) or refunded depending route/airline.</i>

Other specificities (if applicable)

XBAG: PRE PAID BAG
VALIDATING CARRIER:J2 RFIC:C RFISC:0AA EMD TYPE:A

BOOKING METHOD: SSR

MONOCOUPON EMD: NO
CONSUMED AT ISSUANCE: NO
ADDITIONAL DOCUMENT IN EXCHANGE: YES
RESIDUAL VALUE: NO

ROUTING INFORMATION MANDATORY FOR ISSUANCE: YES
ISSUED IN CONNECTION WITH MANDATORY FOR ISSUANCE: YES
EXCESS BAGGAGE INFORMATION MANDATORY FOR ISSUANCE: YES

REFUNDABLE: YES
EXCHANGEABLE: NO
INTERLINEABLE: NO
ENDORSABLE: NO

ISSUABLE BY TRAVEL AGENT: YES
DISPLAYABLE BY TRAVEL AGENT IF ISSUED BY AIRLINE AGENT: NO
REFUNDABLE/EXCHANGEABLE BY T/A IF ISSUED BY AIRLINE AGENT: NO

1.2. Special MEAL request (SPML)

SPML G/OLO SPECIAL MEAL REQUEST

Service description and purpose

Special Meals (SPML) chargeable only on Azerbaijan Airlines flights OPERATED BY AZALJET TRADEMARK OF J2, on economy classes only. Deadline is 20 hours before departure.

Menu of special meals published on J2 brochures and on official web site and available via link:

http://www.azal.az/upload/pdf/menu_A5_isti.pdf .

There are 6 SPML (3 types hot breakfast and 3 types hot dinner) are available with photos and prices following with names/reservation codes. Passenger has to choose meal from the brochure and agent has to add meal name (only alphabetical characters are accepted, for example BREAKFAST SAUSAGES or HOT FIST) on SR SPML free text field. Then applicable RFISC code OLO to be targeted on pricing for EMD issuance(Note: Prices are the same for all SPML meal types). Below list of all applicable free text which is mandatory for SPML:

- Breakfast Eggs
- Breakfast Sausages
- Breakfast Pancake
- Hot Fish
- Hot Beef
- Hot Chicken

Detailed EMD flow

Initial PNR

- **SR SPML NN1** with free text of meal name is mandatory.
- Confirmation **KK/HK** required from the airline for service.

```

--- TST TSM RLR ---
RP/BAKKZ2584/BAKKZ2584          PJ/SU  15AUG16/0636Z    5QSS49
1.SERVICE/POLICY
2  J28103 P 01SEP 4 GYDSAW HK1  0645 0835  01SEP  E  J2/DF9MG
3  J28104 P 05SEP 1 SAWGYD HK1  0950 1335  05SEP  E  J2/DF9MG
4 AP BAK 99412_5980085 - CARLTON TRAVEL ASSISTANCE LLC - A
5 TK TL15AUG/BAKKZ2584
6 SSR OTHS 1A AUTO XX IF SSR TKNA/E/M/C NOT RCVD BY 0813/16AUG
  /BAK LT
7 /SSR SPML J2 HK1 BREAKFAST PANCAKE/S2
8 /SSR SPML J2 HK1 HOT BEEF/S3
9 SSR ADMD 1A KK1 TO J2 BY 16AUG 0813 BAK TIME OR WILL BE XLD
10 FM *M*0
11 FP CASH
12 FV PAX J2/S2-3
  
```

Booking

- Deadline is 20 hours before departure

- Free text is mandatory
- Meal name has to be specified on free flow text using the provided characters [HOT FISH/HOT BEEF/HOT CHICKEN/BREAKFAST EGGS/BREAKFAST SAUSAGES/BREAKFAST PANCAKE]
- Example entry: **SR SPML-BREAKFAST PANCAKE**
- If passenger requires 2 different meal types on different routes, segment number should be specified in the entry, for example, **SR SPML-BREAKFAST PANCAKE/S2** and **SR SPML-HOT BEEF/S3**. *Only 1 menu can be requested on a flight. Otherwise, the system returns 'SSR NOT CREATED – DUPLICATE MEAL' warning message.*
- SSR SPML is to be used only when passenger ordering meals from the provided brochure. If passenger orders standard special meal like Western Vegetarian meal, then SSR VGML is required and no EMD is needed as all other IATA standard meals (except KSML) is free of charge.

Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to T/As.

- TSM-P automatic creation: **FXG** entry
- Form or payment is required before EMD issuance (**TMI/FP-CASH**, for example)
- In Connection With information is required.

FXG									
PASSENGER PTC -----									
OC	SRV	NP	PR	FLGT	DATE	(AZN)	FARE	TAX	TOTAL
01 SERVICE/POLICY ADT									
0LO	SPML	1	J28103	01SEP					
0LO	SPML	1	J28104	05SEP	AZN17.40				AZN17.40

Issuance

- EMD issuance entry: **TTM**
- EMD coupon status should be OPEN

>TTP/TTM/RT
OK ETICKET/EMD

EMD display (EWD)

- EMD display entry: **EWD** (for more info, please see **HE EWD**)

EMD-7712716957603	TYPE-A	SYS-1A	LOC-
5QSS49			
INT-I	FCI-0 0	POI-BAK	DOI-15AUG16
61320803			IOI-
PAX- SERVICE/POLICY			
ADT			
RFIC-G	IN-FLIGHT SERVICES		
REMARKS-			
CPN-1	RFISC-0LO J2 GYDSAW	S-O	
DESCRIPTION-SPECIAL MEAL REQUEST			


```
PRESENT TO-
PRESENT AT-
ICW-7711796054525E1 (A)
SERVICE REMARKS-
CPN-2 RFISC-0LO J2 SAWGYD S-O
DESCRIPTION-SPECIAL MEAL REQUEST
PRESENT TO-
PRESENT AT-
ICW-7711796054525E2 (A)
SERVICE REMARKS-
FARE F AZN 17.40
EXCH VAL RFND VAL
TAX-
TOTAL AZN 17.40
/FC BAK J2 IST8.70 J2 BAK8.70AZN17.40END
FP CASH
FOID-
NON-REFUNDABLE
NON-ENDORSABLE
```

EMD sales cancellation (void)

- Void is possible on day of issuance up to 20 hours before departure without penalty.
- Transaction: **TRDC/L** (FA line number for EMD) or refer to **HE TRDC** for more information.
- **SR:SPML to be removed from PNR after VOID of EMD** . Otherwise an Airline reserves the right to charge agency for penalty fee.

EMD refund

- Refund is possible up to 20 hours before departure, without penalty. Otherwise, refund is not possible.
- Transaction: **TRF/L** (FA line number for EMD/**EMD** or refer to **HE TRF** for more information.
- **SR:SPML to be removed from PNR after REFUND of EMD** . Otherwise an Airline reserves the right to charge agency for penalty fee.

EMD exchange (reissue)

- Not available

Service Change Rules

Please note that those are proposal of situation for service changes.

Case	E-ticket & EMD	Change	Procedure / consequences
1.	<i>Any flight, more than 20 hours before departure.</i>	<i>Flight rebooked to another date / flight nbr changes > new tickets issued.</i>	<i>New SR element to be added. EMD needs to be revalidated and then associated to new ticket</i>

2.	Any flight, more than 20 hours before departure.	Ticket is voided and no new tickets issued.	EMD needs to be voided
3.	Any flight	Ticket is voided and new ticket issued	EMD needs to be voided and new EMD to be issued. New SR element to be added.
4.	Any flight, more than 20 hours before departure.	Ticket is refunded.	EMD to be refunded.
5.	Any flight	Passenger changes his mind and rebooks ticket in a lower class	New SR element to be added. EMD to be associated to new ticket.
6.	Any flight, more than 20 hours before departure.	Passenger is rerouted voluntary	EMD to be associated to new ticket (new SR element to be added) or refunded depending route/airline.
7.	Any flight	Upgrade with money/ with points	New SR element to be added. EMD to be associated to new ticket.
8.	Any flight	Any involuntary flight cancellation. Passenger does not travel	EMD could be refunded depending fare rules.
9.	Any flight	Involuntary rerouting to another flight	EMD to be associated to new ticket (new SR element to be added.) or refunded depending route/airline.

Other specificities (if applicable)

SPML: SPECIAL MEAL REQUEST
 VALIDATING CARRIER:J2 RFIC:G RFISC:0LO EMD TYPE:A

BOOKING METHOD: SSR

MONOCOUPON EMD: NO
 CONSUMED AT ISSUANCE: NO
 ADDITIONAL DOCUMENT IN EXCHANGE: YES
 RESIDUAL VALUE: NO

ROUTING INFORMATION MANDATORY FOR ISSUANCE: YES
 ISSUED IN CONNECTION WITH MANDATORY FOR ISSUANCE: NO
 EXCESS BAGGAGE INFORMATION MANDATORY FOR ISSUANCE: NO

REFUNDABLE: YES
 EXCHANGEABLE: NO
 INTERLINEABLE: NO
 ENDORSABLE: NO

ISSUABLE BY TRAVEL AGENT: YES
 DISPLAYABLE BY TRAVEL AGENT IF ISSUED BY AIRLINE AGENT: NO
 REFUNDABLE/EXCHANGEABLE BY T/A IF ISSUED BY AIRLINE AGENT: NO
 TRAVEL AGENT ALLOWED TO ASSOCIATE AND DISASSOCIATE: NO

2.3 KOSHER MEAL request (KSML)

KSML G/0HH KOSHER MEAL REQUEST

Service description and purpose

KOSHER MEAL request (**KSML**) chargeable only on Azerbaijan Airlines flights OPERATED BY AZALJET TRADEMARK OF J2, on economy classes only. Deadline is 20 hours before departure.

Detailed EMD flow

Initial PNR

- **SR KSML** is mandatory. No free text is required.
- Confirmation **KK/HK** required from airline for service

```

--- TST RLR ---
RP/BAKKZ2584/BAKKZ2584          PJ/SU  15AUG16/0812Z   5QSYI5
1.SERVICE/POLICY
2  J28103 P 02SEP 5 GYDSAW HK1  0645 0835  02SEP  E  J2/DF9MP
3  J28104 P 06SEP 2 SAWGYD HK1  0950 1335  06SEP  E  J2/DF9MP
4 AP BAK 99412_5980085 - CARLTON TRAVEL ASSISTANCE LLC - A
5 TK TL15AUG/BAKKZ2584
6 SSR OTHS 1A AUTO XX IF SSR TKNA/E/M/C NOT RCVD BY 1104/16AUG
  /BAK LT
7 /SSR KSML J2 HK1/S2
8 /SSR KSML J2 HK1/S3
9 SSR ADMD 1A KK1 TO J2 BY 16AUG 1104 BAK TIME OR WILL BE XLD
10 FM *M*0
11 FP CASH
12 FV PAX J2/S2-3
    
```

Booking

- Standard **SR KSML** entry to be used. No free text is required.
- Deadline is 20 hours before departure.
- EMD with RFISC code **0HH** to be issued after service confirmation.
- If passenger requires 2 different meal types on different routes; one KSML, another SPML, 2 TSM-P will be generated, thus 2 EMD-A shall be issued.
- Only one meal could be requested per one e-ticket coupon.

Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to T/As.

- TSM-P automatic creation: **FXG** entry
- Pricing result should be followed with appropriate RFISC: **0HH**

```

FXG

PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (AZN) FARE      TAX      TOTAL
    
```

01 SERVICE/POLICY	ADT	
0HH KSML	1 J28103	02SEP
0HH KSML	1 J28104	06SEP AZN69.80
		AZN69.80

Issuance

- EMD issuance entry: **TTM**
- EMD coupon status should be OPEN

>TTP/TTM/RT
OK ETICKET/EMD

EMD display (EWD)

- EMD display entry: **EWD** (for more info, please see **HE EWD**)

EMD-7712716957607	TYPE-A	SYS-1A	LOC-
5QSYI5			
INT-I	FCI-0 0	POI-BAK	DOI-15AUG16
61320803			IOI-
PAX- SERVICE/POLICY			
ADT			
RFIC-G	IN-FLIGHT SERVICES		
REMARKS-			
CPN-1	RFISC-0HH J2 GYDSAW S-O		
	DESCRIPTION-KOSHER MEAL REQUEST		
	PRESENT TO-		
	PRESENT AT-		
	ICW-7711796054528E1	(A)	
	SERVICE REMARKS-KOLA		
CPN-2	RFISC-0HH J2 SAWGYD S-O		
	DESCRIPTION-KOSHER MEAL REQUEST		
	PRESENT TO-		
	PRESENT AT-		
	ICW-7711796054528E2	(A)	
	SERVICE REMARKS-KOLA		
FARE F	AZN	69.80	
EXCH VAL		RFND VAL	
TAX-			
TOTAL	AZN	69.80	
/FC BAK J2	IST34.90 J2 BAK34.90	AZN69.80	END
FP CASH			
FOID-			
NON-REFUNDABLE			
NON-ENDORSABLE			

EMD sales cancellation (void)

- Void is possible on day of issuance up to 20 hours before departure without penalty.
- Transaction: **TRDC/L** (FA line number for EMD) or refer to **HE TRDC** for more information.
- **SR:KSML to be removed from PNR after VOID of EMD** . Otherwise an Airline reserves the right to charge agency for penalty fee.

EMD refund

- Refund is possible up to 20 hours before departure, without penalty. Otherwise, refund is not possible.
- Transaction: **TRF/L** (FA line number for EMD/**EMD** or refer to **HE TRF** for more information.
- SR:KSML to be removed from PNR after REFUND of EMD** . Otherwise an Airline reserves the right to charge agency for penalty fee.

EMD exchange (reissue)

- Not available

Service Change Rules

Please note that those are proposal of situation for service changes.

Case	E-ticket & EMD	Change	Procedure / consequences
1.	Any flight, more than 20 hours before departure.	Flight rebooked to another date / flight nbr changes > new tickets issued.	New SR element to be added. EMD needs to be revalidated and then associated to new ticket
2.	Any flight, more than 20 hours before departure.	Ticket is voided and no new tickets issued.	EMD needs to be voided
3.	Any flight	Ticket is voided and new ticket issued	EMD needs to be voided and new EMD to be issued. New SR element to be added.
4.	Any flight, more than 20 hours before departure.	Ticket is refunded.	EMD to be refunded.
5.	Any flight	Passenger changes his mind and rebooks ticket in a lower class	New SR element to be added. EMD to be associated to new ticket.
6.	Any flight, more than 20 hours before departure.	Passenger is rerouted voluntary	EMD to be associated to new ticket (new SR element to be added) or refunded depending route/airline.
7.	Any flight	Upgrade with money/ with points	New SR element to be added. EMD to be associated to new ticket.
8.	Any flight	Any involuntary flight cancellation. Passenger does not travel	EMD could be refunded depending fare rules.
9.	Any flight	Involuntary rerouting to another flight	EMD to be associated to new ticket (new SR element to be added.) or refunded depending route/airline.

Other specificities (if applicable)

KSML: KOSHER MEAL REQUEST
VALIDATING CARRIER:J2 RFIC:G RFISC:0HH EMD TYPE:A

BOOKING METHOD: SSR

MONOCOUPON EMD: NO
CONSUMED AT ISSUANCE: NO
ADDITIONAL DOCUMENT IN EXCHANGE: YES
RESIDUAL VALUE: NO

ROUTING INFORMATION MANDATORY FOR ISSUANCE: NO
ISSUED IN CONNECTION WITH MANDATORY FOR ISSUANCE: NO
EXCESS BAGGAGE INFORMATION MANDATORY FOR ISSUANCE: NO

REFUNDABLE: YES
EXCHANGEABLE: NO
INTERLINEABLE: NO
ENDORSABLE: NO

ISSUABLE BY TRAVEL AGENT: YES
DISPLAYABLE BY TRAVEL AGENT IF ISSUED BY AIRLINE AGENT: NO
REFUNDABLE/EXCHANGEABLE BY T/A IF ISSUED BY AIRLINE AGENT: NO
TRAVEL AGENT ALLOWED TO ASSOCIATE AND DISASSOCIATE: NO