

9U-AIR MOLDOVA

Service Policies

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Automated Pricing Services*

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

1.1. SERVICE 1 (XBAG)

RFIC	RFISC	KEYWORD	DESCRIPTION
C	OID	XSIZE	EXCESS SIZE UPTO 23KG203CM
C	OIK	XWEIGHT	EXCESS WEIGHT UPTO 32KG158CM

Service description and purpose

XBAG service will be used for baggage exceeding Free Baggage Allowance (FBA) shown on passenger's ticket.

It is strictly recommended for an agent to specify the total weight and dimensions of excess baggage at the moment of SSR creation. No article will be accepted as baggage if it weighs more than 32kg or has a total external dimension (length + width + height) of more than 203 cm. Such baggage should be repacked in 2 separate pieces or sent as cargo. Special baggage items such as wheelchairs are excluded from this rule.

Excess baggage is not permitted for children up to 2 years of age.

Detailed information about 9U baggage policy may be found following the link below:

<https://www.airmoldova.md/excess-baggage-en/>

Detailed EMD flow

1/ Initial PNR

```
RP/KIVU22100/KIVU22100          PJ/SU  26JUL18/0748Z  L8UHC
KIVU22100/1992PJ/26JUL18
RTN,I,G,F
1.EXCESSWEIGHT/BRIGHT
2  9U 746 Y 12AUG 7 ISTKIV HK1 1700 1830 12AUG E 9U/P48Q5
3  9U 175 Y 12AUG 7 KIVDME HK1 2010 2200 12AUG E 9U/P48Q5
4  9U 174 Y 22AUG 3 DMEKIV HK1 0950 1140 22AUG E 9U/P48Q5
5  9U 745 Y 22AUG 3 KIVIST HK1 1330 1440 22AUG E 9U/P48Q5
6 SSR DOCS 9U HK1 ///11JAN87/M//EXCESSWEIGHT/BRIGHT
7 SSR OTHS 1A ISSUE TICKETS BY 30JUL 1046 LT IST OR CANX
8 SSR OTHS 1A PLS ADVISE SSR DOCS ACCORDING EMIGRATION LAW
9 FA PAX 572-2592255490/ET9U/EUR952.71/26JUL18/KIVU22100/69320
005/S2-5
```

2/ Booking

Excess baggage service is requested via SSR XBAG; weight and dimensions have to be specified. When the SSR is requested, segment and passenger (in case of multi passenger PNR) association has to be used.

SR XBAG-XSIZE100X65X40CM 23KG/S2

SR XBAG-XWEIGHT70X35X40CM 32KG/S2

```

RP/KIVU22100/KIVU22100          PJ/SU  26JUL18/0748Z  L8UHC
KIVU22100/1992PJ/26JUL18
RTN,I,G,F
1.EXCESSWEIGHT/BRIGHT
 2  9U 746 Y 12AUG 7 ISTKIV HK1  1700 1830  12AUG  E  9U/P48Q5
 3  9U 175 Y 12AUG 7 KIVDME HK1  2010 2200  12AUG  E  9U/P48Q5
 4  9U 174 Y 22AUG 3 DMEKIV HK1  0950 1140  22AUG  E  9U/P48Q5
 5  9U 745 Y 22AUG 3 KIVIST HK1  1330 1440  22AUG  E  9U/P48Q5
 6 SSR DOCS 9U HK1 ///11JAN87/M//EXCESSWEIGHT/BRIGHT
 7 SSR OTHS 1A ISSUE TICKETS BY 30JUL 1046 LT IST OR CANX
 8 /SSR XBAG 9U HK1 XWEIGHT 70X45X30CM 28KG/S2
 9 /SSR XBAG 9U HK1 XWEIGHT 70X45X30CM 28KG/S3
10 /SSR XBAG 9U HK1 XWEIGHT 70X45X30CM 30KG/S4
11 /SSR XBAG 9U HK1 XWEIGHT 70X45X30CM 30KG/S5
12 SSR ADMD 1A KK1 TO 9U BY 26JUL 1056 IST TIME OR WILL BE XLD
13 SSR OTHS 1A PLS ADVISE SSR DOCS ACCORDING EMIGRATION LAW
14 FA PAX 572-2592255490/ET9U/EUR952.71/26JUL18/KIVU22100/69320
005/S2-5

```

XBAG is confirmed automatically. Ticketed PNRs will have 90 minutes to issue the EMD once service is confirmed, while un-ticketed PNRs will have the same EMD issuance time limit as the E-ticketing time limit.

3/ Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to travel agencies.

- Itinerary pricing is required before service pricing (HE FXP)
- TSM-P automatic creation: **FXG** entry (HE FXG)

```

>FXG
PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (EUR)FARE      TAX      TOTAL
01 EXCESSBAGGAGE/B ADT
01K XBAG  1 9U746  12AUG
01K XBAG  1 9U175  12AUG
01K XBAG  1 9U174  22AUG
01K XBAG  1 9U745  22AUG EUR50.00      EUR50.00

```

- TQM to display the service pricing record (HE TQM)

```

>TQM
TSM  1  TYPE P      KIVU22100 PJ/26JUL 00 INT I EMD-A CARR 9U
1.EXCESSBAGGAGE/B
RFIC-C/C  BAGGAGE
 1. RFISC-0IK EXC WEIGHT UPTO 32KG158CM                      L  8
   OPERATING CC-9U FEE OWNER-9U                      ORIGIN-IST DEST-KIV
   SERVICE REMARKS-X8
   EXCESS BAGGAGE-1  PC RATE PER UNIT  EUR      0.00
   NON INTERLINEABLE
 2. RFISC-0IK EXC WEIGHT UPTO 32KG158CM                      L  9
   OPERATING CC-9U FEE OWNER-9U                      ORIGIN-KIV DEST-DME
   SERVICE REMARKS-X8
   EXCESS BAGGAGE-1  PC RATE PER UNIT  EUR      0.00
   NON INTERLINEABLE
 3. RFISC-0IK EXC WEIGHT UPTO 32KG158CM                      L 10
   OPERATING CC-9U FEE OWNER-9U                      ORIGIN-DME DEST-KIV
   SERVICE REMARKS-X8
   EXCESS BAGGAGE-1  PC RATE PER UNIT  EUR      0.00
   NON INTERLINEABLE
 4. RFISC-0IK EXC WEIGHT UPTO 32KG158CM                      L 11
   OPERATING CC-9U FEE OWNER-9U                      ORIGIN-KIV DEST-IST
   SERVICE REMARKS-X8
   EXCESS BAGGAGE-1  PC RATE PER UNIT  EUR      0.00
NON INTERLINEABLE
ADD INF/RKS:

```



FARE	F	EUR	50.00
EXCH VAL		EUR	50.00
TOTAL		EUR	50.00
FC IST 9U KIV 9U MOW20.00 9U KIV 9U IST30.00EUR50.00END			

- "In Connection With" is mandatory and it is automatically added by the system during EMD issuance process.
- Form of payment is required by using "TMI/FP-"entry. (HE TMI)

4/ Issuance

EMD for XBAG can be issued only when the SSR has been confirmed and after the e-ticket has been issued. E-TKT status at EMD issuance time, as well as EMD status after issuance should be "O"-OPEN for use.

Entry example: TTM, HE TTM for more option

```
RP/KIVU22100/KIVU22100          PJ/SU  26JUL18/0748Z  L8UHC
KIVU22100/1992PJ/26JUL18
RTN,I,G,F
1.EXCESSWEIGHT/BRIGHT
2  9U 746 Y 12AUG 7 ISTKIV HK1  1700 1830  12AUG  E  9U/P48Q5
3  9U 175 Y 12AUG 7 KIVDME HK1  2010 2200  12AUG  E  9U/P48Q5
4  9U 174 Y 22AUG 3 DMEKIV HK1  0950 1140  22AUG  E  9U/P48Q5
5  9U 745 Y 22AUG 3 KIVIST HK1  1330 1440  22AUG  E  9U/P48Q5
6 SSR DOCS 9U HK1 ///11JAN87/M//EXCESSWEIGHT/BRIGHT
7 SSR OTHS 1A ISSUE TICKETS BY 30JUL 1046 LT IST OR CANX
8 /SSR XBAG 9U HK1 XWEIGHT 70X45X30CM 28KG/S2
9 /SSR XBAG 9U HK1 XWEIGHT 70X45X30CM 28KG/S3
10 /SSR XBAG 9U HK1 XWEIGHT 70X45X30CM 30KG/S4
11 /SSR XBAG 9U HK1 XWEIGHT 70X45X30CM 30KG/S5
12 SSR ADMD 1A KK1 TO 9U BY 26JUL 1056 IST TIME OR WILL BE XLD
13 SSR OTHS 1A PLS ADVISE SSR DOCS ACCORDING EMIGRATION LAW
14 FA PAX 572-2592255490/ET9U/EUR952.71/26JUL18/KIVU22100/69320
    005/S2-5
15 FA PAX 572-3016977130/DT9U/EUR50.00/26JUL18/KIVU22100/693200
    05/E8-11
```

5/ EMD display (EWD)

Example entry: EWD, or HE EWD for more option

```
EMD-5723016977130      TYPE-A          SYS-1A  LOC-L8UHC
INT-I   FCI-0  0      POI-KIV      DOI-26JUL18  IOI-69320005
PAX- EXCESSWEIGHT/BRIGHT          ADT
      RFIC-C  BAGGAGE
      REMARKS-
      CPN-1  RFISC-0IK  9U ISTKIV  S-O
      DESCRIPTION-EXCESS WEIGHT UPTO 32KG158CM
      PRESENT TO-
      PRESENT AT-
      ICW-5722592255490E1          (A)
      EXCESS BAGGAGE-      1 N RATE PER UNIT-EUR          0.00
      SERVICE REMARKS-X8
      CPN-2  RFISC-0IK  9U KIVDME  S-O
      DESCRIPTION-EXCESS WEIGHT UPTO 32KG158CM
      PRESENT TO-
      PRESENT AT-
      ICW-5722592255490E2          (A)
      EXCESS BAGGAGE-      1 N RATE PER UNIT-EUR          0.00
      SERVICE REMARKS-X8
      CPN-3  RFISC-0IK  9U DMEKIV  S-O
```

```

DESCRIPTION-EXCESS WEIGHT UPTO 32KG158CM
PRESENT TO-
PRESENT AT-
ICW-5722592255490E3 (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-EUR 0.00
SERVICE REMARKS-X8
CPN-4 RFISC-0IK 9U KIVIST S-O
DESCRIPTION-EXCESS WEIGHT UPTO 32KG158CM
PRESENT TO-
PRESENT AT-
ICW-5722592255490E4 (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-EUR 0.00
SERVICE REMARKS-X8
FARE F EUR 50.00
EXCH VAL RFND VAL
TAX-
TOTAL EUR 50.00
/FC IST 9U KIV 9U MOW20.00 9U KIV 9U IST30.00EUR50.00END
FP CASH
FOID-
NON-ENDORSABLE

```

EMD sales cancellation (void)

EMD can be voided the same day only, if the sales report is not closed and the status of EMD is "O"-OPEN for use.

The service SSR **must** be cancelled after EMD is voided.

Example Entry: TRDC/L<FA line number of EMD>, or HE TRDC for more option.

```

--- TST TSM RLR ---
RP/KIVU22100/KIVU22100 PJ/SU 7AUG18/0853Z N9AICS
KIVU22100/1992PJ/7AUG18
1.EXCESSSIZE/JANIC
2 9U 746 Y 24AUG 5 ISTKIV HK1 1500 1630 24AUG E 9U/Q4800
3 9U 597 Y 24AUG 5 KIVBCN HK1 2000 2230 24AUG E 9U/Q4800
4 9U 598 Y 05SEP 3 BCNKIV HK1 0100 0520 05SEP E 9U/Q4800
5 9U 745 Y 05SEP 3 KIVIST HK1 1330 1440 05SEP E 9U/Q4800
6 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
7 TK OK07AUG/KIVU22100//ET9U
8 SSR OTHS 1A ISSUE TICKETS BY 11AUG 1150 LT IST OR CANX
9 /SSR XBAG 9U HK1 XSIZE 100X65X40CM 23KG/S2
10 /SSR XBAG 9U HK1 XSIZE 100X65X40CM 23KG/S3
11 /SSR XBAG 9U HK1 XSIZE 100X65X40CM 23KG/S4
12 /SSR XBAG 9U HK1 XSIZE 100X65X40CM 23KG/S5
13 SSR ADMD 1A KK1 TO 9U BY 11AUG 0850 WMK TIME OR WILL BE XLD
14 FA PAX 572-2592255507/ET9U/EUR1045.19/07AUG18/KIVU22100/6932
0005/S2-5
15 FA PAX 572-3016977148/DV9U/EUR50.00/07AUG18/KIVU22100/693200
05/E9-12

```

>TRDC/L15

OK - DOCUMENT(S) CANCELLED

>XE9-12

```

--- TST RLR ---
RP/KIVU22100/KIVU22100 PJ/SU 7AUG18/0854Z N9AICS
KIVU22100/1992PJ/7AUG18
1.EXCESSSIZE/JANIC
2 9U 746 Y 24AUG 5 ISTKIV HK1 1500 1630 24AUG E 9U/Q4800
3 9U 597 Y 24AUG 5 KIVBCN HK1 2000 2230 24AUG E 9U/Q4800
4 9U 598 Y 05SEP 3 BCNKIV HK1 0100 0520 05SEP E 9U/Q4800
5 9U 745 Y 05SEP 3 KIVIST HK1 1330 1440 05SEP E 9U/Q4800
6 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
7 TK OK07AUG/KIVU22100//ET9U
8 SSR OTHS 1A ISSUE TICKETS BY 11AUG 1150 LT IST OR CANX
9 SSR ADMD 1A KK1 TO 9U BY 11AUG 0850 WMK TIME OR WILL BE XLD
10 FA PAX 572-2592255507/ET9U/EUR1045.19/07AUG18/KIVU22100/6932

```



```
0005/S2-5
11 FHD PAX 572-3016977148
12 FB PAX 0000000000 TTP/RT OK ETICKET NO PRINTERS DEFINED IN
    OFFICE PROFILE - PLEASE CALL HELP DESK/S2-5
```

EMD refund

An OPEN for USE EMD may be refunded via 1A before date of departure only; refund on an unused service is permitted via BSP Link.

The service SSR from an active PNR **must** be cancelled after EMD is refunded.

Example entry: TRF/L<FA line number of EMD> or HE TRF for more option

TRFP: to confirm the refund

```
RP/KIVU22100/KIVU22100          PJ/SU  26JUL18/0801Z  L8W2G3
KIVU22100/1992PJ/26JUL18
RTN,I,G,F
1.EXCESSWEIGHT/AMADINE
2  9U 863 Y 30AUG 4 KIVFRA HK1  0700 0830  30AUG  E  9U/P48R2
3  9U 864 Y 05SEP 3 FRAKIV HK1  0930 1250  05SEP  E  9U/P48R2
4 SSR OTHS 1A ISSUE TICKETS BY 31JUL 1100 LT KIV OR CANX
5 /SSR XBAG 9U HK1 XWEIGHT 100X100X100CM 23KG/S2
6 /SSR XBAG 9U HK1 XWEIGHT 100X100X100CM 23KG/S3
7 SSR ADMD 1A KK1 TO 9U BY 26JUL 1110 KIV TIME OR WILL BE XLD
8 FA PAX 572-2592255493/ET9U/EUR663.52/26JUL18/KIVU22100/69320
  005/S2-3
9 FA PAX 572-3016977132/DT9U/EUR60.00/26JUL18/KIVU22100/693200
  05/E5-6
```

>TRF/L9/EMD/FULL

OK EMD RECORD UPDATED SAC- 5720000007803
OK - REFUND PROCESSED

>XE5-6

WARNING : SERVICE DELETED - TSM MAY BE DELETED IF ET/ER

--- TST RLR ---

```
RP/KIVU22100/KIVU22100          PJ/SU  26JUL18/0803Z  L8W2G3
KIVU22100/1992PJ/26JUL18
1.EXCESSWEIGHT/AMADINE
2  9U 863 Y 30AUG 4 KIVFRA HK1  0700 0830  30AUG  E  9U/P48R2
3  9U 864 Y 05SEP 3 FRAKIV HK1  0930 1250  05SEP  E  9U/P48R2
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK26JUL/KIVU22100/ET9U
6 SSR OTHS 1A ISSUE TICKETS BY 31JUL 1100 LT KIV OR CANX
7 SSR ADMD 1A KK1 TO 9U BY 26JUL 1110 KIV TIME OR WILL BE XLD
8 FA PAX 572-2592255493/ET9U/EUR663.52/26JUL18/KIVU22100/69320
  005/S2-3
9 FHD PAX 572-3016977132
```

EMD exchange (reissue)

Exchange (reissue) of an EMD is not permitted.



Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1		<i>Ticket is voided -> EMD needs to be voided</i>	EMD can be voided the same day only, if the sales report is not closed. The service SSR must be cancelled after EMD is voided.
2		<i>Ticket is refunded. EMD will be refunded.</i>	An OPEN for USE EMD may be refunded before date of departure only; refund on an unused service is permitted via BSP Link. The service SSR from an active PNR must be cancelled after EMD is refunded.
3		<i>Flight rebooked to another date / flight number changes</i>	Reissue ET. SSR from PNR will be cancelled, therefore a new SSR should be inserted. EMD should be refunded and a new EMD issued. The new EMD should be linked to the new SSR element.
4		<i>Any involuntary flight cancellation. Passenger does not travel</i>	EMD is refundable. Refund of an OPEN FOR USE EMD is permitted; USED EMDs of unused services can be refunded via BSP Link. The service SSR from an active PNR must be cancelled after EMD is refunded.
5		<i>Flight involuntary rebooked to another date / flight number changes</i>	Reissue ET. SSR from PNR will be cancelled, therefore a new SSR should be inserted. EMD should be refunded and a new EMD issued. The new EMD should be linked to the new SSR element.
6		<i>Involuntary rerouting to another flight</i>	EMD is non-refundable. For exceptions please contact helpdesk@airmoldova.md or ph: +373 22 57 65 45.

Other Airline's specificities:

- 9U EMDs may not be issued for 9U marketing flights operated by OAL.
- 9U EMDs may not be issued for flights marketed by OAL and operated by 9U.
- 9U EMDs may not be issued for itineraries which include OAL coupons.



1.2. SERVICE 2 (BIKE)

RFIC	RFISC	KEYWORD	DESCRIPTION
C	0HY	SMALL	BICYCLE UPTO 23KG
C	0FQ	MEDIUM	BICYCLE UPTO 32KG

Service description and purpose

EMD **BIKE** can only be issued for flights operated by 9U.

A bicycle (non-motorized), i.e. a single seat or tandem seat, touring or racing bicycle, can be accepted for carriage only if the handlebars are fixed sideways and the pedals removed or packed in a plastic or cardboard container. The tires should be deflated.

A bicycle shall be considered as one piece of baggage, with maximum dimensions up to **155Lx35Wx95H** and within weight limit shown on respective RFISC.

If passenger is willing to carry BIKE and has no other bag to check, BIKE may be treated as ordinary bag, i.e. checked-in according to FBA shown on the ticket.

Detailed information about the 9U baggage policy may be found following the links below:
www.airmoldova.md/excess-baggage-en and www.airmoldova.md/sports-equipment-en.

Detailed EMD flow

1/ Initial PNR

```

--- TST TSM RLR ---
RP/KIVU22100/KIVU22100          PJ/SU  25SEP18/0235Z  VE3KMC
KIVU22100/1992PJ/25SEP18
1.BIKES/AMADEUS
2  9U 746 Y 06OCT 6 ISTKIV HK1 1550 1710 06OCT E 9U/PDEQ2
3  9U 863 Y 07OCT 7 KIVFRA HK1 0700 0830 07OCT E 9U/PDEQ2
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK25SEP/KIVU22100//ET9U
6 SSR OTHS 1A ISSUE TICKETS BY 29SEP 0531 LT IST OR CANX

```

2/ Booking

SSR BIKE with dimensions and weight of the packed up bicycle has to be requested prior to EMD issuance. When the SSR is requested, segment and passenger (in case of multi passenger PNR) association has to be used.

SR BIKE-**SMALL**
 SR BIKE-**MEDIUM**

```

--- TST TSM RLR ---
RP/KIVU22100/KIVU22100          PJ/SU  25SEP18/0235Z  VE3KMC
KIVU22100/1992PJ/25SEP18
1.BIKES/AMADEUS
2  9U 746 Y 06OCT 6 ISTKIV HK1 1550 1710 06OCT E 9U/PDEQ2
3  9U 863 Y 07OCT 7 KIVFRA HK1 0700 0830 07OCT E 9U/PDEQ2
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK25SEP/KIVU22100//ET9U
6 SSR OTHS 1A ISSUE TICKETS BY 29SEP 0531 LT IST OR CANX
7 /SSR BIKE 9U HK1 SMALL/S2
8 /SSR BIKE 9U HK1 SMALL/S3
9 SSR ADMD 1A KK1 TO 9U BY 29SEP 0231 WMK TIME OR WILL BE XLD
10 FA PAX 572-2592255533/ET9U/EUR529.02/25SEP18/KIVU22100/69320
    005/S2-3

```



BIKE is confirmed automatically. Ticketed PNRs will have 90 minutes to issue the EMD once service is confirmed, while un-ticketed PNRs will have the same EMD issuance time limit as the E-ticketing time limit.

3/ Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to travel agencies.

- Itinerary pricing is required before service pricing (HE FXP)
- TSM-P automatic creation: **FXG** entry (HE FXG)

FXG									
PASSENGER PTC -----									
OC	SRV	NP	PR	FLGT	DATE	(EUR)FARE	TAX	TOTAL	
01 BIKES/AMADEUS ADT									
0HY	BIKE	1	9U746	06OCT					
0HY	BIKE	1	9U863	07OCT		EUR40.00	EUR40.00		

- TQM to display the service pricing record

TSM	2	TYPE P	KIVU22100	PJ/25SEP 00	INT I	EMD-A	CARR 9U			
1.BIKES/AMADEUS										
RFIC-C/C BAGGAGE										
1.	RFISC-0HY	BICYCLE UP TO 50LB 23KG						L	7	
	OPERATING	CC-9U FEE OWNER-9U						ORIGIN-IST	DEST-KIV	
	SERVICE REMARKS-BI23									
	EXCESS	BAGGAGE-1	PC	RATE	PER	UNIT	EUR	0.00		
	NON INTERLINEABLE									
2.	RFISC-0HY	BICYCLE UP TO 50LB 23KG						L	8	
	OPERATING	CC-9U FEE OWNER-9U						ORIGIN-KIV	DEST-FRA	
	SERVICE REMARKS-BI23									
	EXCESS	BAGGAGE-1	PC	RATE	PER	UNIT	EUR	0.00		
	NON INTERLINEABLE									
ADD INF/RKS:										
FARE	F	EUR	40.00							
EXCH	VAL	EUR	40.00							
TOTAL		EUR	40.00							
FC	IST	9U	KIV	9U	FRA	40.00	EUR	40.00	END	

- "In Connection With" is mandatory and it is automatically added by the system during EMD issuance process.
- Form of payment is required by using "TMI/FP-"entry. (HE TMI)

4/ Issuance

An EMD for BIKE can be issued only when the SSR has been confirmed and after the E-ticket has been issued. E-TKT status at EMD issuance time, as well as EMD status after issuance should be "O"-OPEN for use.

Example entry: TTM, or HE TTM for more option

```

--- TST TSM RLR ---
RP/KIVU22100/KIVU22100          PJ/SU  25SEP18/0242Z   VE3KMC
KIVU22100/1992PJ/25SEP18
1.BIKES/AMADEUS
2  9U 746 Y 06OCT 6 ISTKIV HK1 1550 1710 06OCT E 9U/PDEQ2
3  9U 863 Y 07OCT 7 KIVFRA HK1 0700 0830 07OCT E 9U/PDEQ2
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK25SEP/KIVU22100//ET9U
6 SSR OTHS 1A ISSUE TICKETS BY 29SEP 0531 LT IST OR CANX
7 /SSR BIKE 9U HK1 SMALL/S2
8 /SSR BIKE 9U HK1 SMALL/S3
9 SSR ADMD 1A KK1 TO 9U BY 29SEP 0231 WMK TIME OR WILL BE XLD
10 FA PAX 572-2592255533/ET9U/EUR529.02/25SEP18/KIVU22100/69320
    005/S2-3
11 FA PAX 572-3016977177/DT9U/EUR40.00/25SEP18/KIVU22100/693200
    05/E7-8
  
```

5/ EMD display (EWD)

Example entry: EWD, or HE EWD for more option

```

EMD-5723016977177          TYPE-A          SYS-1A  LOC-VE3KMC
INT-I          FCI-0  0          POI-KIV          DOI-25SEP18          IOI-69320005
PAX- BIKES/AMADEUS          ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0HY  9U ISTKIV  S-O
DESCRIPTION-BICYCLE UP TO 50LB 23KG
PRESENT TO-
PRESENT AT-
ICW-5722592255533E1          (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-EUR          0.00
SERVICE REMARKS-BI23
CPN-2  RFISC-0HY  9U KIVFRA  S-O
DESCRIPTION-BICYCLE UP TO 50LB 23KG
PRESENT TO-
PRESENT AT-
ICW-5722592255533E2          (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-EUR          0.00
SERVICE REMARKS-BI23
FARE  F  EUR          40.00
EXCH VAL          RFND VAL
TAX-
TOTAL  EUR          40.00
/FC IST 9U KIV 9U FRA40.00EUR40.00END
FP CASH
FOID-
NON-ENDORSABLE
  
```

EMD sales cancellation (void)

EMD can be voided the same day only, if the sales report is not closed and the status of EMD is "O"-OPEN for use.

The service SSR **must** be cancelled after EMD is voided.

Example entry: TRDC/L<FA line number of EMD>, or HE TRDC for more option

```

--- TST TSM RLR ---
RP/KIVU22100/KIVU22100          PJ/SU  18JUL18/0823Z   JVB6T5
KIVU22100/1992PJ/18JUL18
1.BIKES/EDDIE
2  9U 746 Y 05AUG 7 ISTKIVHK1 1700 1830 05AUG 9U/PPC9P
3  9U 745 Y 10AUG 5 KIVISTHK1 1240 1350 10AUG 9U/PPC9P
  
```

```

4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK18JUL/KIVU22100//ET9U
6 /SSR BIKE 9U HK1 SMALL/S2
7 /SSR BIKE 9U HK1 SMALL/S3
8 SSR ADMD 1A KK1 TO 9U BY 18JUL 1253 IST TIME OR WILL BE XLD
9 SSR OTHS 1A ISSUE TICKETS BY 22JUL 1123 LT IST OR CANX
10 FA PAX 572-2592255459/ET9U/EUR450.22/18JUL18/KIVU22100/69320
005/S2-3
11 FA PAX 572-3016977117/DT9U/EUR80.00/18JUL18/KIVU22100/693200
05/E6-7

```

TRDC/L11

OK - DOCUMENT(S) CANCELLED

XE6-7

WARNING : SERVICE DELETED - TSM MAY BE DELETED IF ET/ER

--- TST RLR ---

RP/KIVU22100/KIVU22100 PJ/SU 18JUL18/0823Z JVB6T5

KIVU22100/1992PJ/18JUL18

```

1.BIKES/EDDIE
2 9U 746 Y 05AUG 7 ISTKIV HK1 1700 1830 05AUG E 9U/PPC9P
3 9U 745 Y 10AUG 5 KIVIST HK1 1240 1350 10AUG E 9U/PPC9P
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK18JUL/KIVU22100//ET9U
6 SSR ADMD 1A KK1 TO 9U BY 18JUL 1253 IST TIME OR WILL BE XLD
7 SSR OTHS 1A ISSUE TICKETS BY 22JUL 1123 LT IST OR CANX
8 FA PAX 572-2592255459/ET9U/EUR450.22/18JUL18/KIVU22100/69320
005/S2-3
9 FHD PAX 572-3016977117

```

EMD refund

An OPEN for USE EMD may be refunded via 1A before date of departure only; refund on an unused service is permitted via BSP Link.

The service SSR from an active PNR **must** be cancelled after EMD is refunded.

Example entry: TRF/L<FA line number of EMD>, or HE TRF for more option

TRFP to confirm the refund

--- TST TSM RLR ---

RP/KIVU22100/KIVU22100 PJ/SU 18JUL18/0916Z JVPESH

KIVU22100/1992PJ/18JUL18

```

1.BIKEM/JANIS
2 9U 831 Y 14AUG 2 KIVDUBHK1 2030 2210 14AUG E 9U/PPCC0
3 9U 832 Y 20AUG 1 DUBKIVHK1 0040 0550 20AUG E 9U/PPCC0
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK18JUL/KIVU22100//ET9U
6 /SSR BIKE 9U HK1 SMALL/S2
7 /SSR BIKE 9U HK1 SMALL/S3
8 SSR ADMD 1A KK1 TO 9U BY 18JUL 1345 KIV TIME OR WILL BE XLD
9 SSR OTHS 1A ISSUE TICKETS BY 22JUL 1215 LT KIV OR CANX
10 FA PAX 572-2592255469/ET9U/EUR624.69/18JUL18/KIVU22100/69320
005/S2-3
11 FA PAX 572-3016977127/DT9U/EUR160.00/18JUL18/KIVU22100/69320
005/E6-7

```

TRF/L11/FULL

OK EMD RECORD UPDATED SAC- 5720000007677

OK - REFUND PROCESSED

XE6-7

WARNING : SERVICE DELETED - TSM MAY BE DELETED IF ET/ER

--- TST RLR ---

RP/KIVU22100/KIVU22100 PJ/SU 18JUL18/0916Z JVPESH

KIVU22100/1992PJ/18JUL18

1.BIKEM/JANIS

```

2 9U 831 Y 14AUG 2 KIVDUB HK1 2030 2210 14AUG E 9U/PPCC0
3 9U 832 Y 20AUG 1 DUBKIV HK1 0040 0550 20AUG E 9U/PPCC0
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK18JUL/KIVU22100//ET9U
6 SSR ADMD 1A KK1 TO 9U BY 18JUL 1345 KIV TIME OR WILL BE XLD
7 SSR OTHS 1A ISSUE TICKETS BY 22JUL 1215 LT KIV OR CANX
8 FA PAX 572-2592255469/ET9U/EUR624.69/18JUL18/KIVU22100/69320
005/S2-3
9 FHD PAX 572-3016977127

```

EMD exchange (reissue)

Exchange (reissue) of an EMD is not permitted.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1		<i>Ticket is voided -> EMD needs to be voided</i>	EMD can be voided the same day only, if the sales report is not closed. The service SSR must be cancelled after EMD is voided.
2		<i>Ticket is refunded. EMD will be refunded.</i>	An OPEN for USE EMD may be refunded before date of departure only; refund on an unused service is permitted via BSP Link. The service SSR from an active PNR must be cancelled after EMD is refunded.
3		<i>Flight rebooked to another date / flight number changes</i>	Reissue ET. SSR from PNR will be cancelled, therefore a new SSR should be inserted. EMD should be refunded and a new EMD issued. The new EMD should be linked to the new SSR element.
4		<i>Any involuntary flight cancellation. Passenger does not travel</i>	EMD is refundable. Refund of an OPEN FOR USE EMD is permitted; USED EMDs of unused services can be refunded via BSP Link. The service SSR from an active PNR must be cancelled after EMD is refunded.
5		<i>Flight involuntary rebooked to another date / flight number changes</i>	Reissue ET. SSR from PNR will be cancelled, therefore a new SSR should be inserted. EMD should be refunded and a new EMD issued. The new EMD should be linked to the new SSR element.



6		<i>Involuntary rerouting to another flight</i>	EMD is non-refundable. For exceptions please contact helpdesk@airmoldova.md or ph: +373 22 57 65 45.
---	--	--	---

Other Airline's specificities:

- 9U EMDs may not be issued for 9U marketing flights operated by OAL.
- 9U EMDs may not be issued for flights marketed by OAL and operated by 9U.
- 9U EMDs may not be issued for itineraries which include OAL coupons.



1.3. SERVICE 3 (SPEQ)

RFIC	RFISC	KEYWORD	DESCRIPTION
C	0D6	FISHING	FISHING EQUIPMENT UPTO 23KG
C	0KJ	SMALL	SPORT EQUIPMENT UPTO 23KG158CM
C	0KK	MEDIUM	SPORT EQUIPMENT UPTO 32KG158CM
C	0EH	LARGE	SPORT EQUIPMENT LARGE UPTO 32KG

Service description and purpose

SSR **SPEQ** has to be requested when a passenger needs to transport any special equipment other than bicycle. This EMD can only be issued for flights operated by 9U.

One special equipment set shall be packed as one piece of baggage within weight/size limit shown on respective RFISC; maximum dimensions for large sport equipments should not exceed **240Lx60Wx40H**. Carriage may be refused, in case maximum dimensions limit is exceeded.

If passenger is willing to carry SPEQ and has no other bag to check, SPEQ may be treated as ordinary bag, i.e. checked-in according to FBA shown on the ticket.

- **Angling/Fishing equipment (RFISC:0D6)**

The angling equipment set consists of one tackle box, haversack or anglers' basket plus one rod, bag or box.

- **Other small sport equipment (RFISC:0KJ)**

The following sport items are considered to be small sport equipments - bodyboards, water skiing equipment, archery equipment, kite boards, scuba diving equipment and small surfboards. Scuba diving equipment will be accepted only if the oxygen bottle is empty.

- **Other large sport equipment (RFISC: 0KK, 0EH)**

The following sport items are considered to be large sport equipments - windsurfing equipment (i.e. one board, one boom, and one sail), hand gliders, large surfboards, pole vaulting equipment and large fishing rods.

All equipment must be properly packed in order to avoid possible damage to the compartment and other baggage.

Detailed information about the 9U baggage policy may be found following the links below:

www.airmoldova.md/excess-baggage-en and www.airmoldova.md/sports-equipment-en.

Detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/KIVU22100/KIVU22100          PJ/SU  25SEP18/0252Z  VE7GX7
KIVU22100/1992PJ/25SEP18
1.SPEQFISH/AMADEUS
2  9U 746 Y 06OCT 6 ISTKIV HK1 1550 1710 06OCT E 9U/PDEQ9
3  9U 863 Y 07OCT 7 KIVFRA HK1 0700 0830 07OCT E 9U/PDEQ9
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK TL25SEP/KIVU22100

```

2/ Booking

SSR **SPEQ** has to include the name of the sport equipment, its dimensions and weight.
When the SSR is requested, segment and passenger (in case of multi passenger PNR) association has to be used.

SR SPEQ-**FISHING** 150X20X20CM 11KG
SR SPEQ-**SMALL** 150X40X20CM 16KG
SR SPEQ-**MEDIUM** 150X40X20CM 25KG
SR SPEQ-**LARGE** 220X40X20CM 30KG

```

--- TST RLR ---
RP/KIVU22100/KIVU22100          PJ/SU  25SEP18/0255Z  VE7GX7
KIVU22100/1992PJ/25SEP18
1.SPEQFISH/AMADEUS
2  9U 746 Y 06OCT 6 ISTKIV HK1  1550 1710  06OCT  E  9U/PDEQ9
3  9U 863 Y 07OCT 7 KIVFRA HK1  0700 0830  07OCT  E  9U/PDEQ9
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK TL25SEP/KIVU22100
6 /SSR SPEQ 9U HK1 FISHING 150X20X20CM 11KG/S2
7 /SSR SPEQ 9U HK1 FISHING 150X20X20CM 11KG/S3

```

SPEQ is confirmed automatically. Ticketed PNRs will have 90 minutes to issue the EMD once service is confirmed, while un-ticketed PNRs will have the same EMD issuance time limit as the E-ticketing time limit.

3/ Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to travel agencies.

- Itinerary pricing is required before service pricing (HE FXP)
- TSM-P automatic creation: **FXG** entry (HE FXG)

```

>FXG

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

01 EXCESSBAGGAGE/B ADT
0IK XBAG  1 9U746  01OCT
0IK XBAG  1 9U175  01OCT
0IK XBAG  1 9U174  20OCT
0IK XBAG  1 9U745  20OCT EUR50.00          EUR50.00

```

- TQM to display the service pricing record (HE TQM)

```

>TQM
TSM  1  TYPE P      KIVU22100 PJ/25SEP 00 INT I EMD-A CARR 9U
1.SPEQFISH/AMADEUS
RFIC-C/C  BAGGAGE
1. RFISC-OD6 FISHING EQUIPMENT UPTO 23KG                      L  6
  OPERATING CC-9U FEE OWNER-9U                                ORIGIN-IST DEST-KIV
  SERVICE REMARKS-FI
  EXCESS BAGGAGE-1  PC RATE PER UNIT  EUR          0.00
  NON INTERLINEABLE
2. RFISC-OD6 FISHING EQUIPMENT UPTO 23KG                      L  7
  OPERATING CC-9U FEE OWNER-9U                                ORIGIN-KIV DEST-FRA
  SERVICE REMARKS-FI
  EXCESS BAGGAGE-1  PC RATE PER UNIT  EUR          0.00
  NON INTERLINEABLE
ADD INF/RKS:
FARE      F  EUR          40.00

```

EXCH VAL	EUR	40.00
TOTAL	EUR	40.00
FC	IST 9U KIV 9U FRA	40.00EUR40.00END

- "In Connection With" is mandatory and it is automatically added by the system during EMD issuance process.
- Form of payment is required by using "TMI/FP" entry. (HE TMI)

4/ Issuance

An EMD for SPEQ can be issued only when the SSR has been confirmed and after the E-ticket has been issued. E-TKT status at EMD issuance time, as well as EMD status after issuance should be "O"-OPEN for use.

Example Entry: TTM, or HE TTM for more option

```

--- TST TSM RLR ---
RP/KIVU22100/KIVU22100          PJ/SU  25SEP18/0300Z  VE7GX7
KIVU22100/1992PJ/25SEP18
1.SPEQFISH/AMADEUS
2  9U 746 Y 06OCT 6 ISTKIV HK1  1550 1710  06OCT  E  9U/PDEQ9
3  9U 863 Y 07OCT 7 KIVFRA HK1  0700 0830  07OCT  E  9U/PDEQ9
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK25SEP/KIVU22100//ET9U
6 /SSR SPEQ 9U HK1 FISHING 150X20X20CM 11KG/S2
7 /SSR SPEQ 9U HK1 FISHING 150X20X20CM 11KG/S3
8 SSR ADMD 1A KK1 TO 9U BY 25SEP 0722 IST TIME OR WILL BE XLD
9 SSR OTHS 1A ISSUE TICKETS BY 29SEP 0552 LT IST OR CANX
10 FA PAX 572-2592255534/ET9U/EUR529.02/25SEP18/KIVU22100/69320
    005/S2-3
11 FA PAX 572-3016977178/DT9U/EUR40.00/25SEP18/KIVU22100/693200
    05/E6-7

```

5/ EMD display (EWD)

Example Entry: EWD, or HE EWD for more option

```

EMD-5723016977178      TYPE-A          SYS-1A  LOC-VE7GX7
INT-I                   FCI-0  0          POI-KIV      DOI-25SEP18      IOI-69320005
PAX- SPEQFISH/AMADEUS                                     ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0D6  9U ISTKIV  S-O
DESCRIPTION-FISHING EQUIPMENT UPTO 23KG
PRESENT TO-
PRESENT AT-
ICW-5722592255534E1      (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-EUR      0.00
SERVICE REMARKS-FI
CPN-2  RFISC-0D6  9U KIVFRA  S-O
DESCRIPTION-FISHING EQUIPMENT UPTO 23KG
PRESENT TO-
PRESENT AT-
ICW-5722592255534E2      (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-EUR      0.00
SERVICE REMARKS-FI
FARE  F      EUR      40.00
EXCH VAL      RFND VAL
TAX-
TOTAL      EUR      40.00
/FC IST 9U KIV 9U FRA40.00EUR40.00END
FP CASH
FOID-
NON-ENDORSABLE

```

EMD sales cancellation (void)

EMD can be voided the same day only, if the sales report is not closed and the status of EMD is "O"-OPEN for use.

The service SSR **must** be cancelled after EMD is voided.

Example entry: TRDC/L<FA line number of EMD>, or HE TRDC for more option

```
--- TST TSM RLR ---
RP/KIVU22100/KIVU22100          PJ/SU  25SEP18/0300Z   VE7GX7
KIVU22100/1992PJ/25SEP18
1.SPEQFISH/AMADEUS
2  9U 746 Y 06OCT 6 ISTKIV HK1  1550 1710  06OCT  E  9U/PDEQ9
3  9U 863 Y 07OCT 7 KIVFRA HK1  0700 0830  07OCT  E  9U/PDEQ9
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK25SEP/KIVU22100//ET9U
6 /SSR SPEQ 9U HK1 FISHING 150X20X20CM 11KG/S2
7 /SSR SPEQ 9U HK1 FISHING 150X20X20CM 11KG/S3
10 FA PAX 572-259225534/ET9U/EUR529.02/25SEP18/KIVU22100/69320
    005/S2-3
11 FA PAX 572-3016977178/DT9U/EUR40.00/25SEP18/KIVU22100/693200
    05/E6-7
```

>TRDC/L11

OK - DOCUMENT(S) CANCELLED

>XE6-7

WARNING : SERVICE DELETED - TSM MAY BE DELETED IF ET/ER

--- TST RLR ---

```
RP/KIVU22100/KIVU22100          PJ/SU  26SEP18/0218Z   VE7GX7
KIVU22100/1992PJ/25SEP18
1.SPEQFISH/AMADEUS
2  9U 746 Y 06OCT 6 ISTKIV HK1  1550 1710  06OCT  E  9U/PDEQ9
3  9U 863 Y 07OCT 7 KIVFRA HK1  0700 0830  07OCT  E  9U/PDEQ9
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK25SEP/KIVU22100//ET9U
6 SSR ADM 1A KK1 TO 9U BY 25SEP 0722 IST TIME OR WILL BE XLD
7 SSR OTHS 1A ISSUE TICKETS BY 29SEP 0552 LT IST OR CANX
8 FA PAX 572-259225534/ET9U/EUR529.02/25SEP18/KIVU22100/69320
    005/S2-3
9 FHD PAX 572-3016977178
```

EMD refund

An OPEN for USE EMD may be refunded via 1A before date of departure only; refund on an unused service is permitted via BSP Link.

The service SSR from an active PNR **must** be cancelled after EMD is refunded.

Example entry: TRF/L<FA line number of EMD>, or HE TRF for more option

```
--- TST TSM RLR ---
RP/KIVU22100/KIVU22100          PJ/SU  26SEP18/0222Z   VJR29L
KIVU22100/1992PJ/26SEP18
1.SPEQM/AMADEUS
2  9U 833 Y 02OCT 2 KIVSTN HK1  1230 1350  02OCT  E  9U/P5RDG
3  9U 834 Y 20OCT 6 STNKIV HK1  1440 1930  20OCT  E  9U/P5RDG
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK26SEP/KIVU22100//ET9U
6 /SSR SPEQ 9U HK1 MEDIUM 150X40X20CM 25KG/S2
7 /SSR SPEQ 9U HK1 MEDIUM 150X40X20CM 25KG/S3
8 SSR ADM 1A KK1 TO 9U BY 26SEP 0651 KIV TIME OR WILL BE XLD
9 SSR OTHS 1A ISSUE TICKETS BY 29SEP 1230 LT KIV OR CANX
10 FA PAX 572-259225537/ET9U/EUR634.79/26SEP18/KIVU22100/69320
    005/S2-3
11 FA PAX 572-3016977180/DT9U/EUR160.00/26SEP18/KIVU22100/69320
    005/E6-7
```

>TRF/L11/EMD/FULL

OK EMD RECORD UPDATED SAC- 5720000009421
OK - REFUND PROCESSED

>XE6-7

WARNING : SERVICE DELETED - TSM MAY BE DELETED IF ET/ER
--- TST RLR ---
RP/KIVU22100/KIVU22100 PJ/SU 26SEP18/0223Z VJR29L
KIVU22100/1992PJ/26SEP18
1.SPEQM/AMADEUS
2 9U 833 Y 02OCT 2 KIVSTN HK1 1230 1350 02OCT E 9U/P5RDG
3 9U 834 Y 20OCT 6 STNKIV HK1 1440 1930 20OCT E 9U/P5RDG
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK26SEP/KIVU22100//ET9U
6 SSR ADM 1A KK1 TO 9U BY 26SEP 0651 KIV TIME OR WILL BE XLD
7 SSR OTHS 1A ISSUE TICKETS BY 29SEP 1230 LT KIV OR CANX
8 FA PAX 572-259225537/ET9U/EUR634.79/26SEP18/KIVU22100/69320
005/S2-3
9 FHD PAX 572-3016977180

EMD exchange (reissue)

Exchange (reissue) of an EMD is not permitted.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1		<i>Ticket is voided -> EMD needs to be voided</i>	EMD can be voided the same day only, if the sales report is not closed. The service SSR must be cancelled after EMD is voided.
2		<i>Ticket is refunded. EMD will be refunded.</i>	An OPEN for USE EMD may be refunded before date of departure only; refund on an unused service is permitted via BSP Link. The service SSR from an active PNR must be cancelled after EMD is refunded.
3		<i>Flight rebooked to another date / flight number changes</i>	Reissue ET. SSR from PNR will be cancelled, therefore a new SSR should be inserted. EMD should be refunded and a new EMD issued. The new EMD should be linked to the new SSR element.
4		<i>Any involuntary flight cancellation. Passenger does not travel</i>	EMD is refundable. Refund of an OPEN FOR USE EMD is permitted; USED EMDs of unused services can be refunded via BSP Link. The service SSR from an active PNR must be cancelled after EMD is refunded.



5		<i>Flight involuntary rebooked to another date / flight number changes</i>	Reissue ET. SSR from PNR will be cancelled, therefore a new SSR should be inserted. EMD should be refunded and a new EMD issued. The new EMD should be linked to the new SSR element.
6		<i>Involuntary rerouting to another flight</i>	EMD is non-refundable. For exceptions please contact helpdesk@airmoldova.md or ph: +373 22 57 65 45.

Other Airline's specificities:

- 9U EMDs may not be issued for 9U marketing flights operated by OAL.
- 9U EMDs may not be issued for flights marketed by OAL and operated by 9U.
- 9U EMDs may not be issued for itineraries which include OAL coupons.



1.4. SERVICE 4 (PETC)

RFIC	RFISC	KEYWORD	DESCRIPTION
C	021	CAT or DOG	PET IN CABIN UPTO 8KG

Service description and purpose

The transport of pets in cabin (PETC) on 9U operated flights is restricted to *dogs* and *cats* belonging to a passenger travelling on the same flight, in the same class of service.

The passenger must hold all necessary documents for import/export or transit of the animal, subject to the governmental regulations, pet passport and health/vaccination certificates. The animal shall have an electronic identification system (microchip).

EU regulations for transportation of pets originating Republic of Moldova:

- Dogs and cats travelling into EU or transiting EU must hold the necessary documents for entering into the EU.
- Pet animals going to EU countries, will be subject to EU requirements for pets transportation in accordance with EC Nr.998/2003 Regulation.
- The pet carried into EU from R. Moldova shall be at least 7 months old.

Due to restrictive and/or special conditions for live animals' transportation, 9U **will not** accept pets' transportation on flights to/from:

- United Kingdom;
- Ireland;
- Portugal;
- United Arab Emirates.

One pet container per passenger allowed; 2 small pets of same species in one container may be allowed, only if they are small enough to fit into one channel and still have space to stand up and turn around comfortably.

Unaccompanied minors are not allowed to travel with PETC.

For full details on conditions of PETC transportation on 9U flights, please see:

<https://www.airmoldova.md/pets-transportation-en/>

Detailed EMD flow

1/ Initial PNR

```

--- TST TSM RLR SFP ---
RP/KIVU22100/KIVU22100          PJ/SU  28SEP18/0805Z  VWLSMM
KIVU22100/1992PJ/28SEP18
1.PETTV/AMADEUS
2  9U 173 Y 20OCT 6 KIVDME HK1  0710 0850  20OCT  E  9U/QEWBV
3 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
4 TK OK28SEP/KIVU22100/ET9U

```

2/ Booking

SSR PETC must include information about animal species, weight and cage dimensions. The service must be confirmed before EMD issuance.



Note: dimensions shall not exceed 115 cm (25H x 40W x 50L), maximum weight, including animal and container, is limited to 8 kg.

SRPETC-CAT 25X30X30CM 5KG/P1

SRPETC-DOG 25X40X50CM 7KG/P1

```

--- TST TSM RLR SFP ---
RP/KIVU22100/KIVU22100          PJ/SU  28SEP18/0805Z  VWLSMM
KIVU22100/1992PJ/28SEP18
1.PETTV/AMADEUS
2  9U 173 Y 20OCT 6 KIVDME HK1  0710 0850  20OCT  E  9U/QEWBV
3 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
4 TK OK28SEP/KIVU22100//ET9U
5 /SSR PETC 9U HK1 CAT 25X30X30CM 5KG/S2

```

PETC is confirmed manually by Air Moldova, due to acceptance restrictions that apply. Ticketed PNRs will have 90 minutes to issue the EMD once service is confirmed, while un-ticketed PNRs will have the same EMD issuance time limit as the E-ticketing time limit.

3/ Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to travel agencies.

- Itinerary pricing is required before service pricing (HE FXP)
- TSM-P automatic creation: **FXG** entry (HE FXG)

```

FXG
PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (EUR)FARE    TAX          TOTAL
01 PETTV/AMADEUS  ADT
021 PETC    1 9U173   20OCT EUR40.00          EUR40.00

```

- TQM to display the service pricing record (HE TQM)

```

TSM    2  TYPE P      KIVU22100 PJ/28SEP 00 INT I EMD-A CARR 9U
1.PETTV/AMADEUS
RFIC-C/C  BAGGAGE
1. RFISC-021 PET IN CABIN UPTO 8KG                      L    5
   OPERATING CC-9U FEE OWNER-9U                      ORIGIN-KIV DEST-DME
   SERVICE REMARKS-PE08
   EXCESS BAGGAGE-1  PC RATE PER UNIT  EUR          0.00
   NON INTERLINEABLE

ADD INF/RKS:
FARE      F  EUR          40.00
EXCH VAL  EUR          40.00

TOTAL      EUR          40.00
FC  KIV 9U MOW40.00EUR40.00END

```

- "In Connection With" is mandatory and it is automatically added by the system during EMD issuance process.
- Form of payment is required by using "TMI/FP-"entry. (HE TMI)

4/ Issuance

An EMD for PETC can be issued only when the SSR has been confirmed and after the E-ticket has been issued. E-TKT status at EMD issuance time, as well as EMD status after issuance should be "O"-OPEN for use.

Example entry: TTM, or HE TTM for more option

```

--- TST TSM RLR SFP ---
RP/KIVU22100/KIVU22100          PJ/SU  28SEP18/0805Z  VWLSMM
KIVU22100/1992PJ/28SEP18
1.PETTV/AMADEUS
2  9U 173 Y 20OCT 6 KIVDME HK1  0710 0850  20OCT  E  9U/QEWBV
3 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
4 TK OK28SEP/KIVU22100//ET9U
5 /SSR PETC 9U HK1 CAT 25X30X30CM 5KG/S2
6 SSR DOCS 9U HK1 ////20JUN80/M//PETTV/AMADEUS
7 SSR OTHS 1A ISSUE TICKETS BY 02OCT 1050 LT KIV OR CANX
8 SSR OTHS 1A PLS ADVISE SSR DOCS ACCORDING EMIGRATION LAW
9 SSR ADMD 1A KK1 TO 9U BY 28SEP 1209 KIV TIME OR WILL BE XLD
10 FA PAX 572-259225541/ET9U/EUR265.45/28SEP18/KIVU22100/69320
    005/S2
11 FA PAX 572-3016977184/DT9U/EUR40.00/28SEP18/KIVU22100/693200
    05/E5

```

5/ EMD display (EWD)

Example entry: EWD, or HE EWD for more option

```

EMD-5722903675886      TYPE-A          SYS-1A  LOC-NCIZWL
INT-I  FCI-0  0  POI-KIV DOI-07JUN18  IOI-69320005
PAX-  PETTES/A ISSDIS          ADT
RFIC-C  BAGGAGE
REMARKS-DOC RMK TEST
CPN-1  RFISC-021  9U ISTKIV  S-O
DESCRIPTION-PET IN CABIN UPTO 8KG
PRESENT TO-
PRESENT AT-
ICW-5725948407953E1          (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-EUR          0.00
SERVICE REMARKS-CPN RMK TEST
CPN-2  RFISC-021  9U KIVDME  S-O
DESCRIPTION-PET IN CABIN UPTO 8KG
PRESENT TO-
PRESENT AT-
ICW-5725948407953E2          (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-EUR          0.00
SERVICE REMARKS-CPN RMK TEST
CPN-3  RFISC-021  9U DMEKIV  S-O
DESCRIPTION-PET IN CABIN UPTO 8KG
PRESENT TO-
PRESENT AT-
ICW-5725948407953E3          (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-EUR          0.00
SERVICE REMARKS-CPN RMK TEST
CPN-4  RFISC-021  9U KIVIST  S-O
DESCRIPTION-PET IN CABIN UPTO 8KG
PRESENT TO-
PRESENT AT-
ICW-5725948407953E4          (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-EUR          0.00
SERVICE REMARKS-CPN RMK TEST
FARE  F      EUR          160.00
EXCH VAL          RFND VAL
TAX-
TOTAL      EUR          160.00
/FC IST 9U KIV40.00 9U MOW40.00 9U KIV40.00 9U
IST40.00EUR160.00END
FP CASH
FOID-
NON-ENDORSABLE

```



EMD sales cancellation (void)

EMD can be voided the same day only, if the sales report is not closed and the status of EMD is "O"-OPEN for use.

The service SSR **must** be cancelled after EMD is voided.

Example entry: TRDC/L<FA line number of EMD>, or HE TRDC for more option

```

--- TST TSM RLR SFP ---
RP/KIVU22100/KIVU22100          PJ/SU   3OCT18/0717Z   VWLSMM
KIVU22100/1992PJ/28SEP18
1.PETTV/AMADEUS
2  9U 173 Y 20OCT 6 KIVDME HK1  0710 0850  20OCT  E  9U/QEWBV
3 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
4 TK OK28SEP/KIVU22100//ET9U
5 /SSR PETC 9U HK1 CAT 25X30X30CM 5KG/S2
6 SSR DOCS 9U HK1 ///20JUN80/M//PETTV/AMADEUS
7 SSR OTHS 1A ISSUE TICKETS BY 02OCT 1050 LT KIV OR CANX
8 SSR OTHS 1A PLS ADVISE SSR DOCS ACCORDING EMIGRATION LAW
9 SSR ADMD 1A KK1 TO 9U BY 28SEP 1209 KIV TIME OR WILL BE XLD
10 FA PAX 572-2592255541/ET9U/EUR265.45/28SEP18/KIVU22100/69320
    005/S2
11 FA PAX 572-3016977184/DV9U/EUR40.00/28SEP18/KIVU22100/693200
    05/E5
  
```

>TRDC/L11

OK - DOCUMENT(S) CANCELLED

>XE5

```

--- TST TSM RLR SFP ---
RP/KIVU22100/KIVU22100          PJ/SU   3OCT18/0717Z   VWLSMM
KIVU22100/1992PJ/28SEP18
1.PETTV/AMADEUS
2  9U 173 Y 20OCT 6 KIVDME HK1  0710 0850  20OCT  E  9U/QEWBV
3 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
4 TK OK28SEP/KIVU22100//ET9U
5 SSR DOCS 9U HK1 ///20JUN80/M//PETTV/AMADEUS
6 SSR OTHS 1A ISSUE TICKETS BY 02OCT 1050 LT KIV OR CANX
7 SSR OTHS 1A PLS ADVISE SSR DOCS ACCORDING EMIGRATION LAW
8 SSR ADMD 1A KK1 TO 9U BY 28SEP 1209 KIV TIME OR WILL BE XLD
9 FA PAX 572-2592255541/ET9U/EUR265.45/28SEP18/KIVU22100/69320
    005/S2
10 FHD PAX 572-3016977184
  
```

EMD refund

An OPEN for USE EMD may be refunded via 1A before date of departure only; refund on an unused service is permitted via BSP Link.

The service SSR from an active PNR **must** be cancelled after EMD is refunded.

Example entry: TRF/L<FA line number of EMD>, or HE TRF for more option

```

--- TST TSM RLR SFP ---
RP/KIVU22100/KIVU22100          PJ/SU   28SEP18/0804Z   VWL709
KIVU22100/1992PJ/28SEP18
1.PETTR/AMADEUS
2  9U 173 Y 20OCT 6 KIVDME HK1  0710 0850  20OCT  E  9U/QEWBX
3 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
4 TK OK28SEP/KIVU22100//ET9U
5 SSR DOCS 9U HK1 ///20JUN80/M//PETTR/AMADEUS
6 /SSR PETC 9U HK1 DOG 25X30X30CM 5KG/S2
7 FA PAX 572-2592255542/ET9U/EUR265.45/28SEP18/KIVU22100/69320
    005/S2
8 FA PAX 572-3016977183/DT9U/EUR40.00/28SEP18/KIVU22100/693200
    05/E6
  
```

>TRF/L8/EMD/FULL

OK EMD RECORD UPDATED SAC- 5720000009589
OK - REFUND PROCESSED

>>XE6

--- TST RLR SFP ---
RP/KIVU22100/KIVU22100 PJ/SU 3OCT18/0726Z VWL709
KIVU22100/1992PJ/28SEP18
1.PETTR/AMADEUS
2 9U 173 Y 20OCT 6 KIVDME HK1 0710 0850 20OCT E 9U/QEWBX
3 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
4 TK OK28SEP/KIVU22100//ET9U
5 SSR DOCS 9U HK1 ////20JUN80/M//PETTR/AMADEUS
6 SSR OTHS 1A ISSUE TICKETS BY 02OCT 1052 LT KIV OR CANX
7 SSR OTHS 1A PLS ADVISE SSR DOCS ACCORDING EMIGRATION LAW
8 SSR ADMD 1A KK1 TO 9U BY 28SEP 1228 KIV TIME OR WILL BE XLD
9 FA PAX 572-2592255542/ET9U/EUR265.45/28SEP18/KIVU22100/69320
005/S2
10 FHD PAX 572-3016977183

EMD exchange (reissue)

Exchange (reissue) of an EMD is not permitted.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1		<i>Ticket is voided -> EMD needs to be voided</i>	EMD can be voided the same day only, if the sales report is not closed. The service SSR must be cancelled after EMD is voided.
2		<i>Ticket is refunded. EMD will be refunded.</i>	An OPEN for USE EMD may be refunded before date of departure only; refund on an unused service is permitted via BSP Link. The service SSR from an active PNR must be cancelled after EMD is refunded.
3		<i>Flight rebooked to another date / flight number changes</i>	Reissue ET. SSR from PNR will be cancelled, therefore a new SSR should be inserted. EMD should be refunded and a new EMD issued. The new EMD should be linked to the new SSR element.
4		<i>Any involuntary flight cancellation. Passenger does not travel</i>	EMD is refundable. Refund of an OPEN FOR USE EMD is permitted; USED EMDs of unused services can be refunded via BSP Link. The service SSR from an active PNR must be cancelled after EMD is re-funded.



5		<i>Flight involuntary rebooked to another date / flight number changes</i>	Reissue ET. SSR from PNR will be cancelled, therefore a new SSR should be inserted. EMD should be refunded and a new EMD issued. The new EMD should be linked to the new SSR element.
6		<i>Involuntary rerouting to another flight</i>	EMD is non-refundable. For exceptions please contact helpdesk@airmoldova.md or ph: +373 22 57 65 45.

Other Airline's specificities:

- 9U EMDs may not be issued for 9U marketing flights operated by OAL.
- 9U EMDs may not be issued for flights marketed by OAL and operated by 9U.
- 9U EMDs may not be issued for itineraries which include OAL coupons.



1.5. SERVICE 5(UMNR)

RFIC	RFISC	DESCRIPTION
E	OBH	UNACCOMPANIED MINOR

Service description and purpose

Unaccompanied minor (UM) - is a child between 5 and 12 years old having reached his/her 5th birthday but not his/her 12th birthday and not accompanied by an adult.

Unaccompanied minor service has to be requested via SSR UMNR, where the age and citizenship of the child is specified. This EMD can only be issued for a flight operated by 9U and after the service is confirmed.

Minors, citizens of Republic of Moldova (RM) travelling alone:

A minor citizen of RM travelling alone on 9U flights and having requested from the airline UMNR service, will need a declaration from a parent/a legal representative legally notarized, which will appoint 9U flight attendants as accompanying persons on the respective flights. The declaration is mandatory to be presented to Immigration Authorities when travelling from KIV.

It is recommended to fill in the declaration as close as possible to the date of departure, due to possible changes in the flight attendants' list.

Information, regarding references on the flight attendants operating the chosen flight, can be requested at 9U KIV airport office: email: representation@airmoldova.md; ph: +373 22 52 59 95.

Minors, citizens of other countries, travelling alone:

As some countries' immigration authorities require additional documentation (like legally notarized declaration or permits) for children travelling alone, it is recommended that parents consult the exit/entry requirements of minor's residence country, of the country of departure and arrival and ensure that all necessary documentation is prepared prior to departure.

Applicability of UMNR service:

1. The unaccompanied minor procedure must apply (mandatory) for:

- all children from 5 up to 12 years old travelling alone,
- all minor citizens of Republic of Moldova from 12 up to 18 years old travelling alone when departing from KIV.

2. The unaccompanied minor procedure may apply (optional) for:

- other minors from 12 up to 18 years old travelling alone,
- on parents' request or
- in case of doubt of child's ability to travel alone.

UMNR service is not provided by 9U to transfer/transit passengers flying via Chisinau Airport if connection time in Chisinau Airport exceeds 3 hours.

Unaccompanied minors are not allowed to travel with PETC.

For more details on 9U unaccompanied minors policy, please see:

<https://www.airmoldova.md/unaccompanied-minors-en/>



Detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/KIVU22100/KIVU22100          9U/RM  26SEP18/0315Z  VJZI3U
KIVU22100/1992PJ/26SEP18
1.UNACCOMV/AMADEUS (CHD/07JAN10)
2  9U 746 Y 01OCT 1 ISTKIV HK1  1500 1630  01OCT  E  9U/P5REB
3  9U 745 Y 10OCT 3 KIVIST HK1  1330 1440  10OCT  E  9U/P5REB
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK TL26SEP/KIVU22100
6 SSR CHLD 9U HK1 07JAN10
  
```

2/ Booking

SR UMR must include the age and citizenship of the child and must be confirmed before EMD issuance.

SR UMR-UM11YRS/**GB**, where GB stands for British (Nationality code)

```

--- TST RLR ---
RP/KIVU22100/KIVU22100          9U/RM  26SEP18/0315Z  VJZI3U
KIVU22100/1992PJ/26SEP18
1.UNACCOMV/AMADEUS (CHD/07JAN10)
2  9U 746 Y 01OCT 1 ISTKIV HK1  1500 1630  01OCT  E  9U/P5REB
3  9U 745 Y 10OCT 3 KIVIST HK1  1330 1440  10OCT  E  9U/P5REB
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK TL26SEP/KIVU22100
6 SSR CHLD 9U HK1 07JAN10
7 SSR OTHS 1A ISSUE TICKETS BY 28SEP 1500 LT IST OR CANX
8 /SSR UMR 9U NN1 UM11YRS/GB/S2
9 /SSR UMR 9U NN1 UM11YRS/GB/S3
  
```

UMR is confirmed manually by Air Moldova, due to acceptance restrictions that apply. Ticketed PNRs will have 90 minutes to issue the EMD once service is confirmed, while un-ticketed PNRs will have the same EMD issuance time limit as the E-ticketing time limit.

3/ Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to travel agencies.

- Itinerary pricing is required before service pricing (HE FXP)
- TSM-P automatic creation: **FXG** entry (HE FXG)

```

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

01 UNACCOMV/AMADEU CHD
0BH UMR  1 9U746  01OCT
0BH UMR  1 9U745  10OCT EUR80.00          EUR80.00
  
```

- TQM to display the service pricing record (HE TQM)

```

TSM  1  TYPE P      KIVU22100 PJ/26SEP 00 INT I EMD-A CARR 9U
1.UNACCOMV/AMADEUS (CHD)
RFIC-E/E  AIRPORT SERVICES
1. RFISC-0BH UNACCOMPANIED MINOR                                L  8
   OPERATING CC-9U FEE OWNER-9U                                ORIGIN-IST DEST-KIV
   NON INTERLINEABLE
2. RFISC-0BH UNACCOMPANIED MINOR                                L  9
  
```



OPERATING CC-9U FEE OWNER-9U				ORIGIN-KIV DEST-IST	
NON INTERLINEABLE					
ADD INF/RKS:					
FARE	F	EUR	80.00		
EXCH VAL		EUR	80.00		
TOTAL		EUR	80.00		
FC	IST 9U KIV	40.00	9U IST	40.00	EUR 80.00
END					

- "In Connection With" is mandatory and it is automatically added by the system during EMD issuance process.
- Form of payment is required by using "TMI/FP"-entry. (HE TMI)

4/ Issuance

An EMD for UMR can be issued only when the SSR has been confirmed and after the E-ticket has been issued. E-TKT status at EMD issuance time, as well as EMD status after issuance should be "O"-OPEN for use.

Example Entry: TTM, or HE TTM for more option

```

--- TST TSM RLR ---
RP/KIVU22100/KIVU22100          PJ/SU  27SEP18/0130Z  VJZI3U
KIVU22100/1992PJ/26SEP18
1.UNACCOMV/AMADEUS (CHD/07JAN10)
2  9U 746 Y 01OCT 1 ISTKIV HK1  1500 1630  01OCT  E  9U/P5REB
3  9U 745 Y 10OCT 3 KIVIST HK1  1330 1440  10OCT  E  9U/P5REB
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK27SEP/KIVU22100//ET9U
6 SSR CHLD 9U HK1 07JAN10
7 SSR OTHS 1A ISSUE TICKETS BY 28SEP 1500 LT IST OR CANX
8 /SSR UMR 9U HK1 UM11YRS/GB/S2
9 /SSR UMR 9U HK1 UM11YRS/GB/S3
10 SSR ADMD 1A KK1 TO 9U BY 28SEP 1200 WMK TIME OR WILL BE XLD
11 FA PAX 572-2592255539/ET9U/EUR374.22/27SEP18/KIVU22100/69320
    005/S2-3
12 FA PAX 572-3016977181/DT9U/EUR80.00/27SEP18/KIVU22100/693200
    05/E8-9

```

5/ EMD display (EWD)

Example entry: EWD, or HE EWD for more option

```

EMD-5723016977181      TYPE-A          SYS-1A  LOC-VJZI3U
INT-I      FCI-0  0      POI-KIV        DOI-27SEP18      IOI-69320005
PAX- UNACCOMV/AMADEUS                                     UM
RFIC-E  AIRPORT SERVICES
REMARKS-
CPN-1  RFISC-OBH  9U ISTKIV  S-O
DESCRIPTION-UNACCOMPANIED MINOR
PRESENT TO-
PRESENT AT-
ICW-5722592255539E1      (A)
SERVICE REMARKS-
CPN-2  RFISC-OBH  9U KIVIST  S-O
DESCRIPTION-UNACCOMPANIED MINOR
PRESENT TO-
PRESENT AT-
ICW-5722592255539E2      (A)
SERVICE REMARKS-
FARE  F      EUR      80.00
EXCH VAL      RFND VAL
TAX-
TOTAL      EUR      80.00
/FC IST 9U KIV 40.00 9U IST 40.00 EUR 80.00 END

```

FP CASH
FOID-
NON-ENDORSABLE

EMD sales cancellation (void)

EMD can be voided the same day only, if the sales report is not closed and the status of EMD is "O"-OPEN for use.

The service SSR **must** be cancelled after EMD is voided.

Example entry: TRDC/L<FA line number of EMD>, or HE TRDC for more option

```
--- TST TSM RLR ---
RP/KIVU22100/KIVU22100          PJ/SU  27SEP18/0130Z  VJZI3U
KIVU22100/1992PJ/26SEP18
1.UNACCOMV/AMADEUS (CHD/07JAN10)
2  9U 746 Y 01OCT 1 ISTKIV HK1  1500 1630  01OCT  E  9U/P5REB
3  9U 745 Y 10OCT 3 KIVIST HK1  1330 1440  10OCT  E  9U/P5REB
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK27SEP/KIVU22100//ET9U
6 SSR CHLD 9U HK1 07JAN10
7 SSR OTHS 1A ISSUE TICKETS BY 28SEP 1500 LT IST OR CANX
8 /SSR UMR 9U HK1 UM11YRS/GB/S2
9 /SSR UMR 9U HK1 UM11YRS/GB/S3
10 SSR ADMD 1A KK1 TO 9U BY 28SEP 1200 WMK TIME OR WILL BE XLD
11 FA PAX 572-2592255539/ET9U/EUR374.22/27SEP18/KIVU22100/69320
    005/S2-3
12 FA PAX 572-3016977181/DT9U/EUR80.00/27SEP18/KIVU22100/693200
    05/E8-9
```

>TRDC/L12

OK - DOCUMENT(S) CANCELLED

>XE8-9

WARNING : SERVICE DELETED - TSM MAY BE DELETED IF ET/ER

--- TST RLR ---

```
RP/KIVU22100/KIVU22100          PJ/SU  27SEP18/0131Z  VJZI3U
KIVU22100/1992PJ/26SEP18
1.UNACCOMV/AMADEUS (CHD/07JAN10)
2  9U 746 Y 01OCT 1 ISTKIV HK1  1500 1630  01OCT  E  9U/P5REB
3  9U 745 Y 10OCT 3 KIVIST HK1  1330 1440  10OCT  E  9U/P5REB
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK27SEP/KIVU22100//ET9U
6 SSR CHLD 9U HK1 07JAN10
7 SSR OTHS 1A ISSUE TICKETS BY 28SEP 1500 LT IST OR CANX
8 SSR ADMD 1A KK1 TO 9U BY 28SEP 1200 WMK TIME OR WILL BE XLD
9 FA PAX 572-2592255539/ET9U/EUR374.22/27SEP18/KIVU22100/69320
    005/S2-3
10 FHD PAX 572-3016977181
```

EMD refund

An OPEN for USE EMD may be refunded via 1A before date of departure only; refund on an unused service is permitted via BSP Link.

The service SSR from an active PNR **must** be cancelled after EMD is refunded.

Example entry: TRF/L<FA line number of EMD>, or HE TRF for more option

```

--- TST TSM RLR ---
RP/KIVU22100/KIVU22100          PJ/SU  27SEP18/0133Z  VK2L3M
KIVU22100/1992PJ/26SEP18
1.UNACCOMR/AMADEUS (CHD/01DEC10)
2  9U 746 Y 01OCT 1 ISTKIV HK1  1500 1630  01OCT  E  9U/P5REC
3  9U 745 Y 10OCT 3 KIVIST HK1  1330 1440  10OCT  E  9U/P5REC
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK27SEP/KIVU22100//ET9U
6 SSR CHLD 9U HK1 01DEC10
7 SSR OTHS 1A ISSUE TICKETS BY 28SEP 1500 LT IST OR CANX
8 /SSR UMR 9U HK1 UM10YRS/SG/S2
9 /SSR UMR 9U HK1 UM10YRS/SG/S3
10 SSR ADMD 1A KK1 TO 9U BY 28SEP 1200 WMK TIME OR WILL BE XLD
11 FA PAX 572-2592255540/ET9U/EUR374.22/27SEP18/KIVU22100/69320
    005/S2-3
12 FA PAX 572-3016977182/DT9U/EUR80.00/27SEP18/KIVU22100/693200
    05/E8-9

```

>TRF/L12/EMD/FULL

OK EMD RECORD UPDATED SAC- 5720000009449

OK - REFUND PROCESSED

>XE8-9

WARNING : SERVICE DELETED - TSM MAY BE DELETED IF ET/ER

--- TST RLR ---

```

RP/KIVU22100/KIVU22100          PJ/SU  27SEP18/0134Z  VK2L3M
KIVU22100/1992PJ/26SEP18
1.UNACCOMR/AMADEUS (CHD/01DEC10)
2  9U 746 Y 01OCT 1 ISTKIV HK1  1500 1630  01OCT  E  9U/P5REC
3  9U 745 Y 10OCT 3 KIVIST HK1  1330 1440  10OCT  E  9U/P5REC
4 AP KIV 373 22-546464 - VOIAJ INTERNATIONAL - A
5 TK OK27SEP/KIVU22100//ET9U
6 SSR CHLD 9U HK1 01DEC10
7 SSR OTHS 1A ISSUE TICKETS BY 28SEP 1500 LT IST OR CANX
8 SSR ADMD 1A KK1 TO 9U BY 28SEP 1200 WMK TIME OR WILL BE XLD
9 FA PAX 572-2592255540/ET9U/EUR374.22/27SEP18/KIVU22100/69320
    005/S2-3
10 FHD PAX 572-3016977182

```

EMD exchange (reissue)

Exchange (reissue) of an EMD is not permitted.

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1		<i>Ticket is voided -> EMD needs to be voided</i>	EMD can be voided the same day only, if the sales report is not closed. The service SSR must be cancelled after EMD is voided.
2		<i>Ticket is refunded. EMD will be refunded.</i>	An OPEN for USE EMD may be refunded before date of departure only; refund on an unused service is permitted via BSP Link. The service SSR from an active PNR must be cancelled after EMD is refunded.



3		<i>Flight rebooked to another date / flight number changes</i>	Reissue ET. SSR from PNR will be cancelled, therefore a new SSR should be inserted. EMD should be refunded and a new EMD issued. The new EMD should be linked to the new SSR element.
4		<i>Any involuntary flight cancellation.</i> <i>Passenger does not travel</i>	EMD is refundable. Refund of an OPEN FOR USE EMD is permitted; USED EMDs of unused services can be refunded via BSP Link. The service SSR from an active PNR must be cancelled after EMD is re-funded.
5		<i>Flight involuntary rebooked to another date / flight number changes</i>	Reissue ET. SSR from PNR will be cancelled, therefore a new SSR should be inserted. EMD should be refunded and a new EMD issued. The new EMD should be linked to the new SSR element.
6		<i>Involuntary rerouting to another flight</i>	EMD is non-refundable. For exceptions please contact helpdesk@airmoldova.md or ph: +373 22 57 65 45.

Other Airline's specificities:

- 9U EMDs may not be issued for 9U marketing flights operated by OAL.
- 9U EMDs may not be issued for flights marketed by OAL and operated by 9U.
- 9U EMDs may not be issued for itineraries which include OAL coupons.