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APPROVED
S7 Airlines

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**Procedure
for the Preliminary Reservation of Seats
in the Aircraft Cabin for the Flights of
S7 Airlines**

1. GENERAL

- 1.1. This document substitutes the *Procedure for the Preliminary Reservation of Seats in the Aircraft Cabin for the Flights of S7 Airlines* dated May 21, 2015 which shall cease to be effective upon signing of this document.
- 1.2. This technology shall define the procedure to be applied by the Agent for the preliminary reservation of seats in the Aircraft cabin for the regular flights of S7 Airlines (the Carrier) in the Carrier screen of Gabriel CRS and in the AMADEUS system.
- 1.3. Upon the Agent's request, the Carrier may provide a passenger with a specific seat number according to the Aircraft seat map.
- 1.4. The preliminary reservation of a specific seat shall be performed upon request of the seat map. If the seat map is unavailable in the reservation system, the preliminary reservation of a seat is impossible.
- 1.5. The service for the preliminary reservation of a seat in the economy class Aircraft cabin for Gabriel CRS shall be fee-based; the service charge shall be collected on the Carrier's EMD (as per the *Siberia Airlines' Service Fees/Charges Levels for Additional Services*). The service shall be free and no EMD shall be issued for the service: for business class passengers, for corporate clients (QUW), for passengers being the status participants of S7 Priority programme (Silver, Gold, Platinum) and programmes of oneworld Alliance companies (Ruby, Sapphire, Emerald), as well as for two companions of the status passenger if the passenger addresses the Service Centre of S7 Priority programme. A companion of the status participant is a passenger booked together with the status participant in one reservation form (PNR).
- 1.6. The preliminary reservation of a specific seat shall be performed by the Agents working on the Carrier's stock (42124) with issuance of the Carrier's EMD (42145) for paying the charge in Gabriel CRS.
- 1.7. In all reservation systems other than Gabriel CRS, the preliminary reservation of a seat in the cabin may be performed for passengers for whom the service is free according to the paragraph 1.5 of the given procedure.
- 1.8. The preliminary reservation of seats in the Aircraft cabin is possible so far as the seat map is available in the reservation system: at the moment of reservation and ticket issuance, as well as later when the ticket is already issued.
- 1.9. The preliminary reservation of seats in the Aircraft cabin shall be performed only with confirmed reservation status.
- 1.10. For passengers travelling with children under 2 years of age, preliminary reservation of seats marked with letter "I" in the seat map shall be free. Please note that:
 - the seat marked with letter "I" in the seat map shall be assigned to the passenger associated with the infant in the PNR;

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- the seats adjacent to the seat of the passenger with a child under 2 years of age may be booked for other passengers in the same PNR;
- if no seats with "I" indicator are left on the seat map at the time of reservation, no preliminary selection of a seat shall be made, and the following remark shall be entered into the reservation form:

RMK:NO I SEATS AVAILABLE

1.11. For passengers travelling with children from 2 to 12 years of age, preliminary reservation of adjacent seats shall be free. Please note that:

- reservation of seats may be performed for all passengers travelling with a child from 2 to 12 years of age and registered in one PNR;
- if the child is registered in a separate PNR or if the child and the accompanying passengers are registered in the group booking, reservation of seats is possible only for the child and for one accompanying passenger;
- if passengers refuse preliminary reservation of seats, the following remark shall be entered into the reservation form:

RMK:PAX REFUSE ASR

1.12. If the child is registered in a separate reservation form, it is necessary to enter OSI element with the child's ticket number into the PNR of the adult passenger; accordingly, OSI element with the adult passenger's ticket number shall be entered into the child's PNR.

OSI: S7 TOGETHER WITH ETK 42124XXXXXXXX

1.13. Enhanced comfort seats shall be issued in accordance with the *Guidelines on Rendering Service of Extra Space Seats Selection on Siberia Airlines Flights* and charged as per the [Siberia Airlines' Service Fees/Charges Levels for Additional Services](#).

1.14. The passengers of the following categories shall be prohibited from making a reservation of seats near emergency exits:

- Disabled and sick passengers (DEAF, BLND, WCHC, WCHR, WCHS, STCR, PPOC, POXY, MEDA, DPNA, LEGL, LEGR, LEGB);
- Passengers carrying baggage in the cabin (CBBG);
- Employees of courier service and special communication service (COUR);
- Passengers carrying pets in the cabin (PETC);
- Inadmissible passengers/deportees (INAD,DEPA,DEPU);
- Passengers carried under convoy;
- Pregnant women;
- Passengers under 18 years of age, including children and unaccompanied children;
- Passengers who cannot speak Russian or English.

1.15. The service shall not be provided to passengers of the following categories:

- Unaccompanied children (UM);
- Unaccompanied passengers unable to move unassisted (travelling under the supervision of the Carrier's personnel) (WCHC).

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1.16. In case of changes in the carriage conditions, the Agent shall enter the request for the preliminary reservation of seats in the Aircraft cabin for new flights.

2. PROCEDURE FOR SEAT RESERVATION IN THE CARRIER SCREEN OF GABRIEL CRS

2.1. The Agent may make a preliminary reservation for a specific seat number in the Aircraft cabin.

2.2. If the preliminary reservation of a specific seat for the flight is possible, a flashing R indicator will appear at the end of the reserved flight segment. Once the reservation is closed and Record Locator is assigned, the flashing indicator disappears.

```
SD1Y1
S7 178 Y WE15JUL OVBDME HK1 0620 0755 320 M0 R
*ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
```

2.3. The preliminary reservation of seats shall be performed as follows.

- In the open PNR, the Agent shall open the seat map using the following format:

ADM:2

```
OVB017 3300 1127 21APR /RU/PID5034
1.IVANOV/IVAN MR VTLL4 -ETK-
2. S7 178 Y WE15JUL OVBDME HK1 0620 0755
*ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
3.B/OVB/3832226947/P1
4.T/ *T
5.SSR DOCS S7 HK1 /P/RU/123456789/RU/10JAN89/M/10JAN34/IVANOV/IVAN/P1
6.SSR FOID S7 HK1 PP123456789/P1
7.SSR TKNE S7 HK1 OVBDME 0178Y15JUL.4212410644095C1/P1
8.OVB017
>ADM:2
```

where:

ADM: is the request code for the retrieval of the seat map in the Gabriel CRS screen; and
2 is the flight segment number.

The system's response:

Seat Map for Economy Class Cabin

```
S7178/Y/15JUL/OVBDME/7381
 0 0 0 0 0 0 0 1 1 1 1 1 1 1 1 1 2 2 2 2
 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3
F Y . A I A A R Y X A X X I A I A A A A H X
E Y . A A A A R Y X A X X A A A A A A A X
D Y X A A I A R Y X I X X A I A I A A A A X
  ////////// ASR //////////
C Y X A A I A R Y X I X X A I A I A A A A X
B Y . A A A A R Y X A X X A A A A A A A X
A Y X A I A A R Y X A X X I A I A A X X H X
>ASR:2/
```

Seat Map for Business Class Cabin

```
S7178/C/15JUL/OVBDME/7381
 0 0 0
 1 2 3
F A A .
D I I A
  //////
C A A A
A A A A
 1 2 3
>ASR:2/
```

where:

- 0**
- 3 =03** is the double-level horizontal line of figures indicates the row number;
- A,B,C,D,E,F** are the letters in the first vertical row indicate a seat number;
- letters in the centre of the screen indicate the arrangement and availability of seats;
- A** is the code of seats available for reservation;
- Y** is the code of seats available for reservation only for the status passengers of the S7 Priority programme (Silver, Gold, Platinum) and **oneworld** Alliance companies (Ruby, Sapphire, Emerald), **as a rule, seats marked as "Y" in the middle of the cabin are seats located near an emergency exit;**
- Z, X** is the code of seats unavailable for reservation;
- E** is the code of seats near an emergency exit;
- I** is the seat code for passengers with children under 2 years of age;
- H** **is the seat code for wheelchair passengers;**
- R** is the code of a seat with rigid back; and
- .** ("dot") are occupied seats.

- **Selecting a Specific Seat**

- o For the reservation of a specific seat, the Agent shall complete the element ASR:2/ in the seat map and enter there the selected row and seat

**ASR:2/5A/P1
ASR:2/5AB/P1/2**

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where:

ASR: is the request form;
2 is the flight segment number;
5 is the row;
A (AB) is a seat; and
P1 (P1/2) are passengers' numbers.

- o In response to the seat request, the system generates an ST element. The Carrier shall inform the Agent about the confirmation (or denial) of the requested seat:

ST: NSST S7 HK1 S7178 Y 15JUL15 OVBDME5A/P1

where:

ST is the requested seat confirmation element;
NSST is the code of a specific seat;
S7 is the code of the airline that provides this service;
HK1 is the code of the confirmed service request (UC, XX—denial);
S7178 Y 15JUL15 OVBDME is the route for which the seat is requested;
5A is the number of the row and seat selected; and
P1 is the passenger's identifier.

Reservation form:

```

OVB017 3300 1127 21APR /RU/PID5034
1.IVANOV/IVAN MR VTLL4 -ETK-
2. S7 178 Y WE15JUL OVBDME HK1 0620 0755
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
3.B/OVB/3832226947/P1
4.T/ *T
5.ST: NSST S7 HK1 S7178 Y 15JUL15 OVBDME 5A/P1
6.SSR DOCS S7 HK1 /P/RU/123456789/RU/10JAN89/M/10JAN34/IVANOV/IVAN/P1
7.SSR FOID S7 HK1 PP123456789/P1
8.SSR TKNE S7 HK1 OVBDME 0178Y15JUL.4212410644095C1/P1
9.OVB017
  
```

- o If the seat map is opened for transit flights, and the system response is USE ADM:FLT/CLS/DTE/CTYPAIR FORMAT (different Aircraft type on legs), reservation of the seat number shall be performed on each leg of the route separately, with the indication of the flight number, reservation class, departure date on the leg, and route on the leg:

ADM:3271/M/05NOV/OVBVVO
ADM:3271/M/06NOV/VVOPKC

where:

3271 is the flight number;
M is the reservation code;
05NOV/06NOV is the departure date on the leg; and
OVBVVO/VVOPKC is the route leg on which a seat is requested.

- The reservation of specific seats in the group or individual PNR with six or fewer passengers shall be performed by means of the following request:

ASR:7/G/P1-6
ASR:7/G/P1/2/3/4/5/6

where:

ASR: is the request form;
7 is the flight segment number;
G is a group of six or fewer persons; and
P1-6 (P1/2/3/4/5/6) are the numbers of six or fewer passengers.

In response to the seat request, the system generates an ST element. The Carrier shall inform the Agent about the confirmation (or denial) of the requested seats (e.g. for 6 passengers) using ST element:

ST:NSSA S7 HK6 S7174K24OCT11OVBDME 11ABCDEF/P1/2/3/4/5/6

2.4. No charge shall be paid and no EMD shall be issued until the Carrier has confirmed the requested service.

2.5. This service may be cancelled before the flight departure using the following format:

5XX

where:

5 is the number of the line with the element ST:NSSA; and
XX is the request code.

3. PROCEDURE FOR SEAT RESERVATION IN THE AMADEUS SYSTEM

3.1. The Agent may make a preliminary reservation for a specific seat number in the Aircraft cabin.

3.2. If the preliminary reservation of a specific seat for the Carrier's flight is possible, the relevant information will be placed on the pages **GGPCAS7**, in the line **ASR DAYS/HOURS**:

ASR DAYS/HOURS: 360/00

where:

360/00 means that the request for seats may be made 360 days before the flight departure; there is no restriction on the time to flight departure.

3.3. The AMADEUS system does not contain any information as to whether the preliminary reservation of a seat for a specific flight is possible. In this case, the Agent shall retrieve the seat map before the start of reservation using the following format:

SMS7174/M/19OCT/OVBDME

where:

- SM:** is the request code for retrieval of the seat map in the AMADEUS system;
- S7174** is the Carrier, the flight number;
- M** is the reservation code;
- 19OCT** is the departure date; and
- OVBDM** is the route, only the codes of airports are used.

NOTE! In case a specific flight does not support the preliminary reservation of a specific seat in the aircraft cabin, the seat map will not be available to the Agent. In this case, the system response will be as follows:

NO SEAT SELECTION ON THIS FLIGHT

3.4. The preliminary reservation of seats shall be performed as follows.

- In the open PNR, the Agent shall open the seat map using the following format:

SM2

Reservation form:

```
RP/MOW1A0980/MOW1A0980          RE/SU  27APR15/1348Z   YOPRVV
MOW1A0980/1005RE/27APR15
1.PETROVA/LIDIA MRS(INF/BABY/10JUN14)
2  S7 033 H 30APR 4 DMEKUF HK1 0740 1025 30APR E S7/VL7P3
3 AP MOW +7(495)797-9097 - AMADEUS RUSSIA HELP DESK - A
4 TK OK27APR/MOW1A0980
5 SSR INFT S7 HN1 PETROVA/BABY 10JUN14/S2
>SM2
```

where:

- SM:** is the request code for retrieval of the seat map in the AMADEUS system;
- 2** is the flight segment number.

The system's response:

```
SM S7 0033/H/30APRDMEKUF          /S002/
SM S7 0033 H 30APR DMEKUF          319
H
0      0      0
0      1      2
345678901234567890123
F VX.I...VX.XXI.I....HX          F
E VX.....VX.XX.....X          E
D VX..I..VXIXX.I.I....X          D

C VX..I..VXIXX.I.I....X          C
B VX.....VX.XX.....X          B
A VX.I...VX.XXI.I..XXHX          A
345678901234567890123
0      1      2
0      0      0
. 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 UMN
() SMOKING D DEPORTEE UP UP-DECK Z NO FILM I INFANT R REAR
```


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where:

0

0

3=003 —the three-level horizontal line of figures indicates the row number;

A,B,C,D,E,F —the letters in the first vertical row indicate a seat number;

. (“dot” — AVAILABLE) is a vacant seat;

+ are occupied seats;

X, / is the seat unavailable for reservation;

V is the seat code available for reservation only for the status passengers of the S7 Priority programme (Silver, Gold, Platinum) and oneworld Alliance companies (Ruby, Sapphire, Emerald);

H is the seat code for unaccompanied wheelchair passengers; and

I is the seat code for passengers with children under 2 years of age.

- **Selecting a Specific Seat**

- For the reservation of a specific seat, the Agent shall use the element **ST/** in the seat map and enter there the selected row and seat:

**ST/17F/P1/S2,
ST/17FE/P1-2/S2-3**

where:

ST/ is the request form;

17 is the row;

F (FE) is the seat;

P1(P1-2) are passengers' numbers; and

S2(2-3) is the flight segment number.

- The reservation of a specific seat may be performed directly from the seat map. Having selected the appropriate seat, left-click it. The selected seat will be reserved.
- In response to the seat request, the system automatically generates the SSR element. The Carrier shall inform the Agent about the confirmation (or denial) of the requested seat (**KK/UC**):

SSR RQST S7 NN1 DMEKUF/17FN,P1/S2

where:

RQST is the code of a specific seat;

S7 is the code of the airline that provides this service;

NN1 is the reservation request status;

DMEKUF is the route for which the seat is requested;

17F is the number of the row and seat selected;

P1 is the passenger's identifier; and

S2 is the flight segment number.

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Reservation form:

RP/MOW1A0980/MOW1A0980	RE/SU	27APR15/1350Z	YOPRVV
MOW1A0980/1005RE/27APR15			
1.PETROVA/LIDIA MRS(INF/BABY/10JUN14)			
2 S7 033 H 30APR 4 DMEKUF HK1 0740 1025 30APR E S7/VL7P3			
3 AP MOW +7(495)797-9097 - AMADEUS RUSSIA HELP DESK - A			
4 TK OK27APR/MOW1A0980			
5 SSR RQST S7 HK1 DMEKUF/17FN,P1/S2 SEE RTSTR			
6 SSR INFT S7 KK1 PETROVA/BABY 10JUN14/S2			

- The reservation of specific seats in the group PNR is performed using the following format:

STG/S2

After the request, the system automatically generates the element **SSR GPST**.

- If a ticket is issued in the AMADEUS system, these requests come to the Carrier screen of Gabriel CRS with the element **ST**:

ST:SEAT S7 HK1 S7174 M 16NOV OVBDME 16F/P1

4. EMD ISSUANCE

4.1. No charge shall be paid and no EMD shall be issued until the Carrier has confirmed the requested service.

4.2. EMD for the charge for the preliminary reservation of seats in the Aircraft cabin shall be issued in accordance with the Procedure for Issuance of Electronic Miscellaneous Document (EMD) of S7 Airlines.

4.3. A separate EMD shall be issued to every passenger.

4.4. In Gabriel CRS, the mask for creation of EMD with service code OB5 (PRE RESERVED SEAT ASSIGNMENT) shall be retrieved from the electronic ticket record:

- Open the electronic ticket (ET) record both in the open reservation form and outside the PNR;
- In the ET record in field **SELECT**, use character **X** to select the coupon for which the EMD is being created; in field **ACTION**, indicate function code **IA**;
- In the ETIA screen: In the **ENTER RFISC FOR SELECTED CPNS** field, indicate the required service code EMD OB5 on the coupon(s) being issued, enter **X** into the **TRASMIT HERE** field, and press **Enter**;

Note! The number of coupons in EMD depends on the number of ticket segments for which service code OB5 will be entered.

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- EMD issuance mask will open in response. Fields **NAME, REC LOC, FROM, TO, ASSOCIATED TKT/CPN NB** are automatically generated by the system (in accordance with the electronic ticket data). All the other fields shall be completed in accordance with the applicable Procedure for Issuance of Electronic Miscellaneous Charges Order EMD.

4.5. A completed EMD mask with service code 0B5 (PRE RESERVED SEAT ASSIGNMENT) and one coupon:

- In the ETIA screen: the required service code EMD 0B5 on the coupons being issued shall be indicated in field **ENTER RFISC FOR SELECTED CPNS**.

EMD:2T3/RFISC: 0B5 PRE RESERVED SEAT ASSIGNMENT			
RFIC: A/AIR TRANSPORTATION			
NAME TEST/TICKETMR	REC LOC TCKLY		
PSGRINFO _____	SPONSOR _____		
AGT 133	SRPT _____	TOUR _____	
IR(Y,N,E) Y EMAIL _____			
FOP CA _____	AMT _____		
FOP _____	AMT _____		
ENDO 5A _____			
FARE RUB300 _____	COMM _____	COAM _____	
CPN NBR 1	DATE OF SVC (DDMMYY) 02SEP15	FROM AER	TO DME CPN VALUE 300 _____
FARE CALC _____			
TAX/FEE/CHARGE :	_____ / _____ / _____ / _____		
	_____ / _____ / _____ / _____		
ASSOCIATED TKT/CPN NBR 4212410706293 1 FF AIRLINE/NBR _____			
ENTER INFORMATION FOR ADDITIONAL COUPONS _		COMPLETE EMD ISSUANCE X	

- Completing the fields of the mask:
 - **IR (Y, N, E)** is the indicator of EMD receipt;
 - **FOP** is the form of payment;
 - **ENDO** is the number of the row and seat selected;
 - 5A**
 - **FARE** is the service value in the currency of payment;
 - RUB300**
 - **CPN VALUE** is the charge value for the first segment exclusive of the currency code.
 - 300**

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EMD details:

DOC NBR: 4214560112947	ISSUING CITY: OVB	ISSUING OFFICE: 11111111
NAME: TEST/TICKETMR		
NBR OF DOCS ISSUED: 001	TTL NBR OF CPNS: 001	
REASON FOR ISSUANCE: AIR TRANSPORTATION		
CPN FROM/TO ALN DATE	STATUS	CPN VALUE
1 AER DME S7 02SEP15	OPEN FOR USE	RUB 300
0B5-PRE RESERVED SEAT ASSIGNMENT		
REFUNDABLE: YES CONSUMED AT ISSUE: NO FF/		
ASSOCIATED TO E-TICKET/COUPON NUMBER: 4212410706293 C1		
ENDORSEMENTS/FARE CALCULATION		
ER: 5A		
FARE CALCULATION/LADDER	FARE CALC INDICATOR: 1	
** FARE BREAKDOWN / FOP / TOUR CODE **		
DOC FARE DATA * AUDITOR		
BASE:RUB 300	BASE:RUB	300
TTL:RUB 300	TTL:RUB	300
* TAX/FEE/CHARGE DETAIL:		
TOUR CODE:		
FOP: CA		
FOP AMT: 300	COMM AMT:	COMM RATE:
** ADDITIONAL PASSENGER INFORMATION **		
DATE OF ISSUE: 27AUG15	ISSUING SYSTEM/RLOC: S7/TCKLY	

The number of the ticket to which EMD is issued is indicated in field **ASSOCIATED TO E-TICKET/COUPON NUMBER**

4.6. A completed EMD mask with service code 0B5 (PRE RESERVED SEAT ASSIGNMENT) and two coupons:

EMD:2T3/RFISC: 0B5 PRE RESERVED SEAT ASSIGNMENT			
RFIC: A/AIR TRANSPORTATION			
NAME TEST/TICKETMR		REC	LOC TCKQC
PSGRINFO _____	SPONSOR _____		
AGT 133	SRPT _____	TOUR _____	
IR(Y,N,E) Y EMAIL _____			
FOP CA		AMT _____	
FOP _____		AMT _____	
ENDO 5A/6A _____			
FARE RUB600 _____	COMM _____	COAM _____	
CPN NBR 1	DATE OF SVC (DDMMYY) 02SEP15	FROM OVB	TO DME CPN VALUE 300 _____
FARE CALC _____			
TAX/FEE/CHARGE :			
_____ / _____ / _____ / _____			
_____ / _____ / _____ / _____			
_____ / _____ / _____ / _____			
_____ / _____ / _____ / _____			
ASSOCIATED TKT/CPN NBR 4212410706295 1 FF AIRLINE/NBR _____			
ENTER INFORMATION FOR ADDITIONAL COUPONS X		COMPLETE EMD ISSUANCE _	

- Completing the fields of the mask:
 - **IR (Y, N, E)** is the indicator of EMD receipt;
 - **FOP** is the form of payment;
 - **ENDO** is the number of the row and seat selected under each coupon, without changing the information sequence and with slash separator;

5A/6A

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- o **FARE** is the total value of the service for all segments in the currency of payment;
RUB600
- o **CPN VALUE** is the coupon value for the first segment exclusive of the currency code.
300
- To switch to the screen for entering additional coupons, indicate **X** in field **ENTER INFORMATION FOR ADDITIONAL COUPONS** and press **ENTER**

ENTER INFORMATION FOR ADDITIONAL COUPONS X	COMPLETE EMD ISSUANCE _
--	-------------------------

The mask for entering additional coupons:

EMD:3T3/RFISC: 0B5 PRE RESERVED SEAT ASSIGNMENT							
RFIC: A/AIR TRANSPORTATION							
SEGMENT	RFISC	DATE OF SVC	COUPON	ASC	TKT/CPN	NBR	FF AIRLINE/NBR
FROM/TO		DDMMYY	VALUE				
1 OVB DME	0B5	02SEP15	300	4212410706295	1		
2 DME AER	0B5	02SEP15	300	4212410706295	2		
BACK TO FARE & FOPS _						COMPLETE EMD ISSUANCE X	

- o **CPN VALUE** is the coupon value for the second segment
300

EMD details:

DOC NBR: 4214560112948	ISSUING CITY: OVB	ISSUING OFFICE: 11111111
NAME: TEST/TICKETMR		
NBR OF DOCS ISSUED: 001	TTL NBR OF CPNS: 002	
REASON FOR ISSUANCE: AIR TRANSPORTATION		
CPN FROM/TO	ALN	DATE
1 OVB DME	S7	02SEP15
		STATUS
		OPEN FOR USE
		CPN VALUE
		RUB 300
0B5-PRE RESERVED SEAT ASSIGNMENT		
REFUNDABLE: YES CONSUMED AT ISSUE: NO FF/		
ASSOCIATED TO E-TICKET/COUPON NUMBER: 4212410706295 C1		
2 DME AER	S7	02SEP15
		STATUS
		OPEN FOR USE
		CPN VALUE
		RUB 300
0B5-PRE RESERVED SEAT ASSIGNMENT		
REFUNDABLE: YES CONSUMED AT ISSUE: NO FF/		
ASSOCIATED TO E-TICKET/COUPON NUMBER: 4212410706295 C2		
ENDORSEMENTS/FARE CALCULATION		
ER: 5A/6A		
FARE CALCULATION/LADDER		FARE CALC INDICATOR: 1
** FARE BREAKDOWN / FOP / TOUR CODE **		
DOC FARE DATA		* AUDITOR
BASE:RUB	600	BASE:RUB 600
TTL:RUB	600	TTL:RUB 600
* TAX/FEE/CHARGE DETAIL:		
TOUR CODE:		
FOP: CA		
FOP AMT: 600	COMM AMT:	COMM RATE:
** ADDITIONAL PASSENGER INFORMATION **		
DATE OF ISSUE: 27AUG15		ISSUING SYSTEM/RLOC: S7/TCKQC

4.7. Once the EMD is issued, Auxiliary Service Segment **ASVC** is automatically generated in PNR.

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4.8. If there is no possibility to issue EMD-A via electronic ticket record in the following cases:

- If a passengers' ticket is issued on Interline Partners' ticket stock for a marketing flight of the Interline Partner which is operated by S7 Airlines. For example,

ETKT	1572343651332 CHERNIKOV/MYKHAYLOMR									
CPN	FROM/TO	FLT	DATE	TIME	CLS	STATUS	SELECT	ASSOC		
1	DOH	DME	QR	231	10SEP15	0735	S	INFO ONLY-QR	-	N
2	DME	KRR	QR	5758	10SEP15	1635	S	CHECKED-IN	-	N

ETIA:	EMD-A ISSUANCE COUPON SELECTION SCREEN										
Ticket	1572343651332										
CPN	From/To	Flight	Date	Time	CLS	Status	ENTER RFISC FOR SELECTED CPNS				
1	DOH	DME	QR231	10SEP15	0735	S	INFO ONLY-QR				
2	DME	KRR	QR5758	10SEP15	1635	S	CHECKED-IN	***			

- If the date of issuing an EMD is later than the departure date as indicated in the ticket. For example, a flight is delayed to the next date.
the charge for the preliminary reservation of seats in the Aircraft cabin shall be issued on EMD 991.

4.9. EMD 991 mask retrieval:

- from an open reservation **EMD:XX/991/P1**
where,
991 is the service code
P1 is the identifier of the passenger from PNR for whom the service is issued
- independently of the reservation if its unavailable **EMD:XX/991**.

4.10. Examples of EMD 991 for Advance Seat Reservation:

- One coupon EMD for Advance Seat Reservation for the direct flight of the Carrier.

EMD:2T2/RFISC: 991 TICKET FEE			
RFIC: D/FINANCIAL IMPACT			
NAME IVANOV/IVAN MR_____		REC LOC XXXXX	
PSGRINFO _____		SPONSOR _____	
AGT 3300	SRPT _____	TOUR _____	
IR(Y,N,E) Y EMAIL _____			
FOP CA _____	AMT _____		
FOP _____	AMT _____		
ENDO 0B5/ASR/OVBDME/5A_____			
FARE RUB300_____		COMM _____ COAM _____	
CPN	DATE OF SVC	COUPON	PRESENT TO SERVICE PROVIDER NAME
NBR	DDMMYY	VALUE	PRESENT AT SERVICE LOCATION
1	12DEC15	300_____	TO _____
AT S7_____			
TAX/FEE/CHARGE :			
_____	/	_____	/
_____	/	_____	/
_____	/	_____	/
IN CONX WITH TKT/CPN NBR 4212410725807 1 FF AIRLINE/NBR _____			
ENTER INFORMATION FOR ADDITIONAL COUPONS _			COMPLETE EMD ISSUANCE X

**Procedure for the Preliminary Reservation of Seats in the Aircraft Cabin
for the Flights of S7 Airlines**

- Completing the fields of the mask:
 - **NAME** name of the passenger (for mask retrieval independently of the PNR)
IVANOV/IVAN MR
 - **REC LOC** record locator (for mask retrieval independently of the PNR)
XXXXX
 - **IR (Y, N, E)** is the indicator of EMD receipt
Y
 - **ENDO** is the seat information in the following order: corresponding EMD-A code **0B5**/charge name **ASR**/itinerary (airport codes)/exact row and seat
0B5/ASR/OVBDME/5A
 - **FARE** is the total charge in the currency of payment
RUB300
 - **DATE OF SVC** is the flight date
12DEC15
 - **CPN VALUE** is the coupon value without the currency code
300
 - **PRESENT AT** is the carrier code
S7
 - **IN CONX WITH TKT/CPN NBR** are the passenger's ticket number and the respective flight coupon number.
4212410725807 1

- EMD with several coupons for Advance Seat Reservation for transfer flights of the Carrier.

EMD:2T2/RFISC: 991 TICKET FEE			
RFIC: D/FINANCIAL IMPACT			
NAME IVANOV/IVAN MR		REC LOC XXXXX	
PSGRINFO _____ SPONSOR _____			
AGT 3300	SRPT _____	TOUR _____	
IR(Y,N,E) Y EMAIL _____			
FOP CA			AMT _____
FOP			AMT _____
ENDO 0B5/ASR/OVBDMEAER/5D/5F _____			
FARE RUB600	COMM _____		COAM _____
CPN	DATE OF SVC	COUPON	PRESENT TO SERVICE PROVIDER NAME
NBR	DDMMYY	VALUE	PRESENT AT SERVICE LOCATION
1	12DEC15	300	TO _____
AT S7 _____			
TAX/FEE/CHARGE :			
_____	/	_____	/
_____	/	_____	/
_____	/	_____	/
_____	/	_____	/
_____	/	_____	/
IN CONX WITH TKT/CPN NBR 4212410725808 1 FF AIRLINE/NBR _____			
ENTER INFORMATION FOR ADDITIONAL COUPONS X COMPLETE EMD ISSUANCE _			

- Completing the fields of the mask:
 - **NAME** name of the passenger (for mask retrieval independently of the PNR)
IVANOV/IVAN MR

**Procedure for the Preliminary Reservation of Seats in the Aircraft Cabin
for the Flights of S7 Airlines**

- o **REC LOC** record locator (for mask retrieval independently of the PNR)
XXXXX
- o **IR (Y, N, E)** is the indicator of EMD receipt
Y
- o **ENDO** is the seat information in the following order: corresponding EMD-
A code **0B5**/charge name **ASR**/itinerary (airport codes)/exact row and seat
0B5/ASR/OVBDMEAER/5D/5F
- o **FARE** is the total charge in the currency of payment
RUB600
- o **DATE OF SVC** is the flight date
12DEC15
- o **CPN VALUE** is the coupon value without the currency code
300
- o **PRESENT AT** is the carrier code
S7
- o **IN CNX WITH TKT/CPN NBR** are the passenger's ticket number and the
respective flight coupon number.
4212410725808 1

Second an following coupons:

```

EMD:3T2/RFISC: 991 TICKET FEE
RFIC: D/FINANCIAL IMPACT
CPN      DATE OF SVC  COUPON      PRESENT TO SERVICE PROVIDER NAME
NBR      DDMMYY     VALUE      PRESENT AT SERVICE LOCATION
1  991    12DEC15    300          TO
      AT S7
IN CNX WITH TKT/CPN NBR 4212410725808 1 FF AIRLINE/NBR
2  991    12DEC15    300          TO
      AT S7
IN CNX WITH TKT/CPN NBR 4212410725808 2 FF AIRLINE/NBR
3  _____  _____  _____  TO
      AT
IN CNX WITH TKT/CPN NBR _____  _ FF AIRLINE/NBR
4  _____  _____  _____  TO
      AT
IN CNX WITH TKT/CPN NBR _____  _ FF AIRLINE/NBR

                                ENTER INFORMATION FOR ADDITIONAL COUPONS/MORE _
BACK TO FARE & FOPS _                                COMPLETE EMD ISSUANCE X

```

- Completing the fields of the mask:
 - o **991** is an EMD code
 - o **DATE OF SVC** is the flight date
12DEC15
 - o **CPN VALUE** is the coupon value without the currency code
300
 - o **PRESENT AT** is the carrier code
S7

*Procedure for the Preliminary Reservation of Seats in the Aircraft Cabin
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- o **IN CONX WITH TKT/CPN NBR** are the passenger's ticket number and the respective flight coupon number.
4212410725808 2

4.11. The EMD receipt print-out shall be issued to the Passenger.

4.12. The Agent shall inform the passenger about the necessity to keep the EMD receipt throughout the travel, so that the EMD receipt could be presented to the Carrier's services.

5. CHANGE OF TRAVEL CONDITIONS

5.1. In case of voluntary change of travel conditions, the service for reservation of a seat in the Aircraft cabin shall not be revalidated.

5.1. In case of involuntary changes of travel conditions provided by *S7 Airlines' Rules of Passenger, Baggage and Cargo Transportation by Air* on the segment with issued service, the passenger may be provided with a service at the newly selected flight; the EMD for the service shall be accepted for involuntary exchange. If the desirable number of a seat in the Aircraft cabin is not available for the passenger at the newly selected flight, involuntary refund of the EMD shall be processed.

5.2. In case the passport details are adjusted after the ticket exchange transaction, it is necessary to form association of the EMD issued for the service for reservation of a seat in the Aircraft cabin. To do so, proceed as follows:

- Open the EMD record (both in the open reservation form and outside the PNR);
- Indicate function code **AS** in the **ACTION** field of the EMD record;
- In screen EMA:1 in field **ASSOCIATED TO E-TICKET/COUPON NUMBER:** indicate the number of the new ticket, in field **C**—the number(s) of coupon(s), enter **X** in field **CHANGE**, enter **Y** in field **ASSOCIATE COUPON/S SELECTED**, press Transmit.

5.3. In case of adjustment to the name field after the ticket exchange transaction, the EMD with code OB5 (PRE RESERVED SEAT ASSIGNMENT) shall be revalidated for the new EMD with code OB5 (PRE RESERVED SEAT ASSIGNMENT) at the initial fare. Information INVOL CHNG NAME shall be displayed in field ENDO of the new EMD.

5.4. Exchange of the EMD shall be processed through issuance of the new EMD.

- In field FOP, indicate **IN*4214560112947**,
where:
IN is the form of payment (standard entry);
DE is the standard entry; and
4214560112947 is the original EMD number.
- In field ENDO, indicate the information on involuntary revalidation INVOL CHNG

**Procedure for the Preliminary Reservation of Seats in the Aircraft Cabin
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The EMD mask:

EMD:2T3/RFISC: 0B5 PRE RESERVED SEAT ASSIGNMENT			
RFIC: A/AIR TRANSPORTATION			
NAME TEST/TICKETMR		REC	LOC TCKLY
PSGRINFO _____	SPONSOR _____		
AGT 133	SRPT _____	TOUR _____	
IR(Y,N,E) Y EMAIL _____			
FOP IN*DE4214560112947		AMT _____	
FOP _____		AMT _____	
ENDO 5A/INVOL CHNG _____			
FARE RUB300 _____	COMM _____	COAM _____	
CPN NBR 1	DATE OF SVC (DDMMYY) 02SEP15	FROM KRR	TO DME CPN VALUE 300 _____
FARE CALC _____			
TAX/FEE/CHARGE :			
_____ / _____ / _____ / _____			
_____ / _____ / _____ / _____			
_____ / _____ / _____ / _____			
_____ / _____ / _____ / _____			
_____ / _____ / _____ / _____			
ASSOCIATED TKT/CPN NBR 4212410706296 1 FF AIRLINE/NBR _____			
ENTER INFORMATION FOR ADDITIONAL COUPONS _		COMPLETE EMD ISSUANCE X	

- After processing of EMD revalidation, the request for changing the coupon status of the original EMD from Open for Use to Exchanged shall be generated at <https://partner.s7.ru>.
- Exchange of EMD shall follow the electronic ticket exchange, it is prohibited to break this sequence.
- A new EMD receipt shall be issued to the passenger.

5.5. For voluntary change of travel conditions that does not cover all the segments of the route:

- if there are no changes on the segment(s) with the issued service, but the ticket is revalidated, an EMD command shall be executed to associate EMD (AS) with the new ticket number for the relevant coupon(s);
- if there are changes on the segment(s) with the issued service, a new EMD shall be issued with form of payment CASH for the relevant coupon(s).

6. REFUND OF THE PAID CHARGE

6.1. In case of voluntary change in the terms of the air carriage agreement or voluntary carriage cancellation by the passenger, the funds paid for the service shall not be refunded.

6.2. In case of involuntary service class upgrade from economy class to business class, the funds paid for the service shall not be refunded.

6.3. Involuntary refund of the service fee shall be performed in the cases of involuntary carriage cancellation by the passenger, as provided by *S7 Airlines' Rules of Passenger, Baggage and Cargo Transportation by Air*, in case the Carrier unilaterally terminates the air carriage agreement with the passenger, subject to Article 230 of Federal Aviation Rules 82, and in case it is impossible to provide the service for the following reasons:

- service provision is impossible due to operating change of the aircraft type;

**Procedure for the Preliminary Reservation of Seats in the Aircraft Cabin
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- service provision is impossible due to operating flight cancellation;
 - the passenger is transferred to another seat during the flight in order to ensure flight safety;
 - in case of the passenger's illness or death of the passenger's close relative, the service shall be refunded in accordance with the procedure set forth in ИП 10-109-12-14_000156 of October 27, 2014 concerning the involuntary ticket refund/exchange on the basis of medical records and in ИП 10-209-12-15_000027 of March 15, 2015 concerning the refunds by virtue of death certificate. The service shall be refunded provided that the Carrier is notified of the carriage cancellation before the check-in is closed.
- 6.4.** In case of involuntary refund of the funds paid for the service due to operating change of the Aircraft type, flight cancellation, transfer of the passenger to another seat, the Carrier's officer at the airport or on board of the Aircraft shall put the relevant stamp on the passenger's EMD receipt or the boarding pass. To process the service refund, the passenger may contact the place of service sale, the point of sale of the Carrier's Representative Office or Authorised Agent, as well as the Carrier's Contact Centre if the service was issued via the Carrier's website www.s7.ru.
- 6.5.** Involuntary refund of the service value at the Carrier's Contact Centre shall be processed on the basis of PDD Archive data: if PDD Archive displays a seat other than the seat indicated in the EMD for the Aircraft cabin seat reservation service, the EMD shall be accepted for involuntary refund.
- 6.6.** In case the passenger contacts the place of service sale, the point of sale of the Carrier's Representative Office or Authorised Agent, or the Carrier's Contact Centre if the service was issued via the Carrier's website (www.s7.ru) for involuntary refund, the passenger shall complete the Application for Service Fee Refund (Appendix 1) and attach a copy of the EMD receipt or the boarding pass bearing the stamp of the Carrier's officer concerning the need to process the refund. The Application for Service Fee Refund shall be submitted within two and a half months from the departure date of the flight for which the service is issued. In case the passenger applies upon expiry of two and a half months from the departure date of the flight for which the service was issued, the Agent will have to complete a request at <https://partner.s7.ru> in the *Non-Standard Exchange/Refund* module in order to obtain the authorisation to process the involuntary refund.
- 6.7.** In case the involuntary refund is processed at the place of service sale, at the point of sale of the Carrier's Representative Office or Authorised Agent, or at the Carrier's Contact Centre if the service was issued via the Carrier's website www.s7.ru, the passenger shall be refunded in full. Refund shall be processed within two (2) weeks after the passenger's request, based on the verification results and subject to proper issuance of the service refund documents. In case the service is issued at the Carrier's website www.s7.ru, the refund shall be performed within twelve (20) working days from the date of verification. In order to verify the forced transportation cancellation by the passenger, the agent shall email a request to goup@s7.ru.

***Procedure for the Preliminary Reservation of Seats in the Aircraft Cabin
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6.8. In case the refund of the service fee in the currency of payment is impossible, the passenger shall be provided with cash refund: the service value shall be converted to the currency of the country where the refund is processed. Recalculation shall be made at the system rate of Gabriel CRS as of the EMD issuance date.

7. REPORTING

7.1. Together with the documents for the reporting period, the Agent shall provide the original Application for Involuntary Refund of Funds Paid for the Aircraft Cabin Seat Reservation Service (Appendix 1).

7.2. A scanned copy of the Application for Involuntary Refund of Funds Paid for the Aircraft Cabin Seat Reservation Service (Appendix 1) should be attached as supporting voucher to the ARS transaction, document type *Refund of the Service for Enhanced Comfort Seat Selection*.

**Application
for Involuntary Refund of Funds
Paid for the Aircraft Cabin Seat Reservation Service**

I, _____ *,
(Full name)

hereby request for involuntary refund of funds paid for
the Aircraft cabin seat reservation service, since the service was not provided to me for the following
reason:

(select as appropriate)*

- Aircraft change
- Flight cancellation
- Refusal to fly for delay
- Transfer to the Aircraft cabin seat other than the specific seat booked in the Aircraft

cabin: _____ (please specify)

EMD No. _____ *

Ticket No. _____ booking No. _____

EMD payment date _____ *

Passenger's contacts* (email address) _____ (telephone number) _____

_____, 201__.*

_____*
(Passenger's signature)

* Mandatory fields.

Attachments:

Copy of the boarding pass

Note:

1. The Application will not be accepted without a copy of the boarding pass
2. Refund shall be performed within 2 weeks from the application submission date; this period is required for verification of the details indicated in the Application.

Thank you for your understanding.