

Amadeus Airline Ancillary Services

**airBaltic Distribution
Policy**
Guidelines for Travel Agencies

09th July 2015

The logo for airBaltic, featuring the text "airBaltic" in a bold, dark blue sans-serif font. The word "air" is in lowercase and "Baltic" is in uppercase. The logo is set against a solid yellow rectangular background.

airBaltic

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WHAT IS AN EMD?

EMD stands for Electronic Miscellaneous Document. An EMD allows you to sell and track the usage of charges, for example excess baggage charges, change fees and a residual value. The EMD is the solution for all fees collected outside a ticket. It will replace all existing virtual miscellaneous documents and IATA VMPDs.

What is the difference between an Associated versus a Standalone EMD?

There are two types of EMDs, the standalone EMD (EMDS) and the associated EMD (EMDA) that can be associated to e-ticket coupons. The two types differ in their behavior and usage. Here are the main characteristics:

Standalone EMD (EMDS)	Associated EMD (EMDA)
<ul style="list-style-type: none"> • A standalone EMD is issued for a residual value or the collection of miscellaneous charges that are not lifted with an e-ticket coupon. For example group deposits and change fees. • The standalone EMD can consist of a single or multiple value coupons depending on airline background settings. • It can be issued in connection with individual e-ticket coupons or an e-ticket. • It can be linked with an e-ticket for reference. • It can be consumed at issuance or used at different stages. • It has no interaction with the airline systems (reservation systems and DCSSs). 	<ul style="list-style-type: none"> • An associated EMD is issued for the collection of miscellaneous charges and excess baggage charges that are lifted (considered used) at the same time as the e-ticket coupon. For example, sports equipment and excess baggage. • The associated EMD can consist of a single or multiple value coupons that are directly linked to individual flight coupons. • Each EMD coupon that is associated to an e-ticket is referenced in the e-ticket record with the corresponding e-ticket coupon. • The carrier and the routing of the EMDA and the e-ticket coupons must match. • An EMDA can be automatically or manually associated or disassociated. • Only airline agents can manually associate and disassociate EMDAs. • The EMDA's final usage depends on the e-ticket coupon it is associated to, providing it does not become disassociated.

How to Create Chargeable Services in the PNR Depending on the EMD Type?

To create a chargeable service or fee for which you want to issue an EMD, you can either enter a Special Service Request (SSR) element in the PNR for EMDs that are associated to a flight segment (EMDA) or a Manual Auxiliary Segment (SVC) for EMDs that are not associated to a flight segment (EMDS). What are RFICs/RFISCs?

An RFIC is a Reason-For-Issuance Code (coded on 1 character, example: A, C, ...). It defines which group of services an EMD belongs to. The RFICs are compliant with the IATA standard. An RFIC can have multiple Reason-For-Issuance Sub-Codes (RFISCs) coded on 3 alphanumeric characters (examples: 0BT, 99I, ...). The RFISCs are airline-specific, even if some ATPCO recommendations do exist.

How RFICs/RFISCs are used in the EMD TSM?

When you create an EMD Transitional Stored Miscellaneous (TSM) document or EMD pricing record, the RFIC and RFISCs and their description are automatically filled in the EMD TSM.

All services contained in an EMD belong to the same reason for issuance.

An EMD may contain only one RFIC but several RFISCs for different services or fees. Each EMD coupon is based on the RFISC.

An EMD cannot contain both chargeable special service requests (SSRs) and manual auxiliary segments (SVCs) in one TSM. The system automatically performs a split when the EMD TSM is created.

On the next page you can find different EMD Reason for issuance codes (RFIC) and Reason for issuance sub codes (RFISC).

If the RFIC is the same, on same EMD there can be different RFISCs:

EMD:			
Coupon	Service code	RFIC	RFISC
PARRIX	PETC	C	0BT
RIXLED	PETC	C	0BT
PARRIX	AVIH	C	0B5
RIXLED	AVIH	C	0B5

What is the EMD Coupon Structure?

An EMD may contain up to 16 coupons, where up to four coupons can have the same EMD number. If an EMD contains more than four coupons, a conjunction EMD will be issued (up to four document numbers).

The EMD coupon status indicates the current usage of the service or fee. When an EMD is associated to an e-ticket, the coupon status change of the e-ticket and the EMD coupons are partly synchronized (intermediate statuses do not come over from e-ticket to EMD).

When to use an SVC Segment?

For standalone services that do not need to be associated to a flight segment, you enter an auxiliary segment in the PNR.

This type of auxiliary service segment must be entered with an HK action code (confirmed) and it can be associated to one passenger only.

The system creates a service segment (SVC) that is not sent to the airline system and not transmitted to the airline's Departure Control System (DCS). This means that it is not taken into account for reservation or booking purposes by the airline.

When to use an SSR Element?

If you want to book a special service that is associated to a flight segment, excess baggage or sports equipment, for example, you can use a Special Service Request (SSR) element. Service must be confirmed before EMD can be issued based on SSR element.

When Travel Agent exchanges e-ticket coupon that has EMD-A attached to it, EMD is automatically disassociated. Travel agency must contact Airline 1st level Ticketing Help Desk in case EMD-A needs to be re-associated to another ticket or needs to be refunded.

EMD-A SPECIFIC BEHAVIOUR

EMD status codes

When the e-ticket that is associated to EMD is set to flown status (F) by airline departure control system (DCS), F status is cascaded also to associate EMD coupon.

Association / Disassociation

System automatically disassociates EMD from e-ticket when

- travel agent exchanges e-ticket coupon that has EMD-A attached to it. Travel agency must contact Airline Help Desk in case EMD-A needs to be re-associated to another ticket.
- e-ticket is voided. EMD must be voided separately if agent wants to cancel issuance
- e-ticket is refunded. EMD must be refunded separately if that is the intention

WHAT IS AN ANCILLARY SERVICE (AAAS)?

Ancillary Services is the Amadeus solution which allows services automatic pricing thanks to an Airline filing done on ATPCO side.

Services eligible to AAAS are marked with a "/" (slash) in front of the service line at booking time. Manual TSM-P management is then replaced by an automatic flow. Except this automatic pricing step, all other steps (booking, issuance, follow-up) stay unchanged.

Please note that AAAS is used with SSR and EMD-A in most of cases.

airBaltic AAAS Distribution Policy

List of ancillary services:

Comments from AAAS	RFIC	RFISC	Service Type	SSR Code	Automatically Priced (AAAS)	Quota eligible?	Example entry
SEAT ASSIGNMENT	A	0B5	SEAT		Yes	No	SM4
UMNR UNACCOMPANIED MINOR	E	0BH	SSR	UMNR	Yes	Yes	SR UMNR-UM10
PETC IN CABIN (DOG, CAT, RABBIT, BIRD)	C	0BT	SSR	PETC	Yes	Yes	SR PETC-CAT 5KG 30X20X15CM
ANIMAL IN CARGO HOLD	C	0BS	SSR	AVIH	Yes	Yes	SR AVIH-DOG 26KG 60X40X50CM
WEAPONS	C	0ED	SSR	WEAP	Yes	Yes	SR WEAP-SPORTING RIFLE
BICYCLE	C	0EC	SSR	BIKE	Yes	Yes	SR BIKE-20KG 20X30X200CM
CHECKIN FEE	A	0BW	SSR	CKFE	Yes	No	SR CKFE
CHECKED BAGGAGE	C	0IJ	SSR	CKBG	Yes	No	SR CKBG-1PC
SPECIAL BAGS (SKI, SNOWBOARD, SURF, KITE, FISHING, ICE HOCKEY, GOLF)	C	0F8	SSR	SPEQ	Yes	Yes	SR SPEQ-SURF 10KG 10X40X150CM
ASIAN VEGETARIAN MEAL	G	0AN	MEAL	AVML	Yes	No	SR AVML
BABY MEAL	G	0LO	MEAL	BBML	Yes	No	SR BBML
BLAND MEAL	G	0LP	MEAL	BLML	Yes	No	SR BLML
CHILD MEAL	G	0LQ	MEAL	CHML	Yes	No	SR CHML
FRUIT PLATTER MEAL	G	0LT	MEAL	FPML	Yes	No	SR FPML
GLUTEN FREE MEAL	G	01N	MEAL	GFML	Yes	No	SR GFML
DIABETIC MEAL	G	0AL	MEAL	DBML	Yes	No	SR DBML
KOSHER MEAL	G	0AO	MEAL	KSML	Yes	No	SR KSML
LOW CALORIE MEAL	G	0MG	MEAL	LCML	Yes	No	SR LCML
LOW FAT MEAL	G	0MF	MEAL	LFML	Yes	No	SR LFML
VEGETARIAN LACTO OVO MEAL	G	01O	MEAL	VLML	Yes	No	SR VLML
VEGETARIAN NON DIARY MEAL	G	01P	MEAL	VGML	Yes	No	SR VGML
NON LACTOSE MEAL	G	01Q	MEAL	NLML	Yes	No	SR NLML
SEAFOOD MEAL	G	0LD	MEAL	SFML	Yes	No	SR SFML
RAW VEGETARIAN MEAL	G	02A	MEAL	RVML	Yes	No	SR RVML
NAME CHANGE	D	0L7	SVC	NCHG	Yes	No	IU BT HK1 NCHG RIX
DATE CHANGE FEE FOR BT	D	0L6	SVC	DCHG	Yes	No	IU BT HK1 DCHG RIX

ADVANCE SEAT ASSIGNMENT (SEAT)

A. Service description and purpose

Seat request is available on any airBaltic operated flights under BT flight number.

Tickets issued till June 19, 2015:

For Economy Smart and Basic class passengers seat request is available against a Fee.

For Business Elite and Business Smart and Economy Elite passengers this service is free of charge.

Tickets issued from June 20, 2015:

For Business and Premium fares seat request is for free. For Basic fares the service is chargeable.

Note! For Premium fares, when booking seats there might be chargeable service indicator “/” before the SSR RQST line even though advance seat request should be free of charge. In such situations it is very important to price the seat request with FXG command. At pricing time system will assign price EURO.00 to the seat request and chargeable service indicator will disappear. System will delete the seat request if it is not priced.

Passengers are able to request seats during the reservation process on airBaltic.com (after exact flight selection and next to all other ancillary products), at airBaltic ticket offices or travel agencies not later than 72 hours prior to flight departure, or during on-line check-in process on www.airbaltic.com.

If a PNR contains more than one passenger, seating options will be offered to all, but requesting seats is optional – one passenger can buy it, another can skip it.

Advance seat request is not a guarantee (e.g. in case of aircraft type change passenger might not get preferred seat). If BT is unable to deliver the purchased seat, the price paid for seat reservation will be refunded.

SEAT service charge is NON-REFUNDABLE and not transferable to any other passenger. Seats cannot be changed once a seat selection is confirmed.

B. Detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/RIXBT08RA/RIXBT08RA          LS/SU  7JUL15/1154Z  5QGUV
1. ZNOTINA/ILZE MS
2  BT 687 Q 26JUL 7 RIXPMI HK1    0805 1050  *1A/E*
3  BT 688 Q 02AUG 7 PMIRIX HK1    1140 1620  *1A/E*
4 AP +37121212121
5 TK OK07JUL/RIXBT08RA
6 FE PAX BAGGAGE 1 BAG 20 KG FREE. NAME CHG EUR 50 REBOOKING
   EUR 50 RFND PENLTY EUR100 PER TKT/S2-3
7 FV PAX BT/S2-3

```


2/Booking

>sm2

```
SM BT 0687/Q/26JULRIXPMI /S002/
SM BT 0687 Q 26JUL RIXPMI 73C
Y
0 0 0 0 0 0
0 0 1 1 2 2
4 56789 01245 67890 12345
< > <E > < >
F Y F YYYYY F Y+YYY F YYHHY F YYUY- F
E Y E YYYYY E Y -YY E YYYYY E YYYY- E
D Y D YYYYY D Y--YY D YYYYY D YYYY- D

C Y C YYYYY C Y--YY C YYYYY C YYYY- C
B Y B YYYYY B Y -YY B YYYYY B YYYY- B
A U A UYYYY A Y-YYY A YHHUU A YYYY- A

4 56789 01245 67890 12345
0 0 1 1 2 2
. 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
Y CHARGEABLE
```

)>st/5d

>sm3

```
SM BT 0688/Q/02AUGPMIRIX /S003/
SM BT 0688 Q 02AUG PMIRIX 73C
Y
0 0 0 0 0 0
0 0 1 1 2 2
4 56789 01245 67890 12345
< > <E > < >
F Y F YYYYY F Y-YYY F YYHHY F YYUY- F
E Y E YYYYY E Y -YY E YYYYY E YYYY- E
D Y D YYYYY D Y--YY D YYYYY D YYYY- D

C Y C YYYYY C Y--YY C YYYYY C YYYY- C
B Y B YYYYY B Y -YY B YYYYY B YYYY- B
A U A UYYYY A Y-YYY A YHHUU A YYYY- A

4 56789 01245 67890 12345
0 0 1 1 2 2
. 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
Y CHARGEABLE
```

)>st/6f

```
--- TST RLR ---
RP/RIXBT08RA/RIXBT08RA LS/SU 7JUL15/1154Z 5QGUV
1.ZNOTINA/ILZE MS
2 BT 687 Q 26JUL 7 RIXPMI HK1 0805 1050 *1A/E*
3 BT 688 Q 02AUG 7 PMIRIX HK1 1140 1620 *1A/E*
4 AP +37121212121
5 TK OK07JUL/RIXBT08RA
6 /SSR RQST BT HK1 RIXPMI/05DN,P1/S2 SEE RTSTR
7 /SSR RQST BT HK1 PMIRIX/06FN,P1/S3 SEE RTSTR
8 FE PAX BAGGAGE 1 BAG 20 KG FREE. NAME CHG EUR 50 REBOOKING
EUR 50 RFND PENLTY EUR100 PER TKT/S2-3
9 FV PAX BT/S2-3
```

3/ Pricing

>fxg

FXG

```

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

01 ZNOTINA/ILZE MS ADT
0B5 RQST  1 BT687  26JUL
0B5 RQST  1 BT688  02AUG EUR44.00          EUR44.00
    
```

>tqm

```

TSM  2  TYPE P      RIXBT08RA LS/07JUL 00 INT I EMD-A CARR BT
1.ZNOTINA/ILZE MS
RFIC-A/O  AIR TRANSPORTATION
1. RFISC-0B5 SEAT ASSIGNMENT                                L  6
   OPERATING CC-BT FEE OWNER-BT          ORIGIN-RIX DEST-PMI
2. RFISC-0B5 SEAT ASSIGNMENT                                L  7
   OPERATING CC-BT FEE OWNER-BT          ORIGIN-PMI DEST-RIX
    
```

ADD INF/RKS:

```

FARE    F  EUR      44.00
EXCH VAL  EUR      44.00

TOTAL    EUR      44.00
FC  RIX BT PMI22.00 BT RIX22.00EUR44.00END
    
```

4/ Issuance

Before EMD issuance, the form of payment must be added in TSM mask.

>TMI/FP-CASH

>ttp/ttm/rt

OK ETICKET/EMD

5/ EMD display (EWD)

```

EMD-6578200002440      TYPE-A          SYS-1A  LOC-5QGUVK
INT-I          FCI-0  0          POI-RIX          DOI-07JUL15          IOI-67390164
PAX- ZNOTINA/ILZE MS          ADT
RFIC-A  AIR TRANSPORTATION
REMARKS-
CPN-1  RFISC-0B5  BT RIXPMI  S-O
DESCRIPTION-SEAT ASSIGNMENT
PRESENT TO-
PRESENT AT-
ICW-6572408346413C1          (A)
SERVICE REMARKS-
CPN-2  RFISC-0B5  BT PMIRIX  S-O
DESCRIPTION-SEAT ASSIGNMENT
PRESENT TO-
PRESENT AT-
ICW-6572408346413C2          (A)
SERVICE REMARKS-
FARE    F  EUR      44.00
EXCH VAL  EUR      44.00          RFND VAL
TAX-
TOTAL    EUR      44.00
/FC  RIX BT PMI22.00 BT RIX22.00EUR44.00END
FP CASH
FOID-
NON-ENDORSABLE
    
```

UNACCOMPANIED MINOR (UMNR)

A. Service description and purpose

On airBaltic flights unaccompanied minor service is available for children at the age of 5 and over, if the legislation of children's residence country permits it. Unaccompanied child under 5 years of age will not be accepted for carriage on airBaltic operated flights.

AirBaltic service to an unaccompanied minor implies that the child is under supervision of the airline from check-in until the child has met his/her parent or guardian upon arrival.

UMNR service charge is NON-REFUNDABLE!

Note! It is mandatory to advise the date of birth in OSI element: **OS BT DOB 09MAY12**

Required documents:

At the check-in UMNR should have:

- filled and signed UMNR Handling Advice form;
- MCO coupon (or other payment confirmation);
- UMNR Wallet;
- Mandatory travel documents, e.g. passport (refer to section required documents for travelling with children);

Note! Different restrictions for an unaccompanied minor travel may apply in different countries (e.g. a minor can travel only on a supervision of an adult resident of the same country etc. (e.g. - Moldova). Please verify relevant information sources.

In case of two UMNRs in same PNR, travelling together on BT flights, pay one charge. Please contact BT directly for service booking and charge.

B. Detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/RIXBT08RA/RIXBT08RA          LS/SU  7JUL15/1239Z  5QGWMT
 1.ZNOTINA/ILZE(CHD/05MAY12)
 2 BT 241 W 20JUL 1 RIXFRA HK1      1240 1425  *1A/E*
 3 AP +371212121
 4 TK OK07JUL/RIXBT08RA
 5 SSR CHLD BT HK1 05MAY12
 6 OSI BT DOB 05MAY12
 7 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/S2
 8 FP CASH
 9 FV PAX BT/S2

```

2/Booking

```

>sr umnr-um04
--- TST RLR ---
RP/RIXBT08RA/RIXBT08RA          LS/SU  7JUL15/1239Z  5QGWMT
 1.ZNOTINA/ILZE(CHD/05MAY12)
 2 BT 241 W 20JUL 1 RIXFRA HK1      1240 1425  *1A/E*
 3 AP +371212121
 4 TK OK07JUL/RIXBT08RA
 5 SSR CHLD BT HK1 05MAY12
 6 /SSR UMNR BT NN1 UM04/S2
 7 OSI BT DOB 05MAY12
 8 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/S2
 9 FP CASH
10 FV PAX BT/S2

```

BT confirmed UMNR.

```

--- TST RLR ---
RP/RIXBT08RA/RIXBT08RA          IZ/SU  7JUL15/1242Z  5QGWM
 1.ZNOTINA/ILZE(CHD/05MAY12)
 2 BT 241 W 20JUL 1 RIXFRA HK1      1240 1425  *1A/E*
 3 AP +371212121
 4 TK OK07JUL/RIXBT08RA
 5 SSR CHLD BT HK1 05MAY12
 6 /SSR UMNR BT HK1 UM04/S2
 7 OSI BT DOB 05MAY12
 8 OPW-08JUL:1640/1C14/BT REQUIRES DOCUMENT ON OR BEFORE
    09JUL:1640/E6
 9 OPC-09JUL:1640/1C16/BT CANCELLATION DUE TO NO DOCUMENT/E6
10 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
    CHECK-IN FEE APPLIES/S2
11 FP CASH
12 FV PAX BT/S2
    
```

3/ Pricing

>fxg
FXG

PASSENGER	PTC	-----				
OC	SRV	NP	PR	FLGT DATE	(EUR)FARE TAX TOTAL	
01	ZNOTINA/ILZE		CHD			
	OBH UMNR	1	BT241	20JUL	EUR60.00	EUR60.00

>tqm

```

TSM 1 TYPE P RIXBT08RA LS/07JUL 00 INT I EMD-A CARR BT
 1.ZNOTINA/ILZE (CHD)
RFIC-E/O AIRPORT SERVICES
 1. RFISC-OBH UMNR UNACCOMPANIED MINOR L 6
    OPERATING CC-BT FEE OWNER-BT ORIGIN-RIX DEST-FRA
    
```

ADD INF/RKS:

FARE	F	EUR	60.00
EXCH VAL		EUR	60.00
TOTAL		EUR	60.00
FC	RIX BT	FRA60.00EUR60.00	END

4/ Issuance

Before EMD issuance, the form of payment must be added in TSM mask.

>tmi/fp-cash

```

TSM 1 TYPE P RIXBT08RA LS/07JUL 00 INT I EMD-A CARR BT
 1.ZNOTINA/ILZE (CHD)
RFIC-E/O AIRPORT SERVICES
 1. RFISC-OBH UMNR UNACCOMPANIED MINOR L 6
    OPERATING CC-BT FEE OWNER-BT ORIGIN-RIX DEST-FRA
    
```

ADD INF/RKS:

FARE	F	EUR	60.00
EXCH VAL		EUR	60.00
TOTAL		EUR	60.00
FC	RIX BT	FRA60.00EUR60.00	END
FP	CASH		

>TTM/RT

OK EMD

PET IN CABIN (PETC)

A. Service description and purpose

Only dogs, cats, pet birds and rabbits may be transported in cabin. PETC can be transported only in liquid-proof boxes and bags designated specially for this purpose (Sherpa bags), which must be provided by the passenger himself and in which the pet must be kept during the whole flight. Each passenger may take with him/her only one box or bag with maximum 2 pets.

Maximum dimensions for PETC are 55x40x20cm and maximum weight is 8kg. If weight exceeds 8 kg pet must be transported in cargo compartment.

Pet must fit comfortably in the box or bag. If pet is not fitting comfortably check-in might be denied. Pets are not subjected to the free baggage allowance. Passenger himself must obtain all and any documents required for transportation of pets. If pet is transported in cargo compartment, passenger needs to arrive at the airport at least 1 hour before flight departure.

PETC service charge is NON-REFUNDABLE!

A pet container can include more than one pet as long as they are the same kind, e.g. two birds. They also have to be comfortable.

Note! Requests for PETC are confirmed/ rejected automatically, if quota is not full, and if SSR has keyword DOG/CAT/BIRD/RABBIT.

Examples:

5 SSR PETC BT KK1 DOG 55X40X20CM 8KG.ACCEPTED 1 OR 2 PET IN
CLOSED BOX MAX 55X40X20CM 8KG/S2

5 SSR PETC BT UC1 DOG 55X40X20CM 8KG.SORRY UNABLE TO CONFIRM
PETC//QUOTA REACHED//RIXBT/S3/P1

B. Detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  7JUL15/1308Z  5QGXTJ
 1 .ZNOTINA/ILZE
 2 BT 683 Q 20JUL 1 RIXBCN HK1      1440 1725  *1A/E*
 3 BT 684 Q 21JUL 2 BCNRIX HK1      1 1810 2250  *1A/E*
 4 AP +371212121
 5 TK OK07JUL/RIXBT08AT//ETBT
 6 FA PAX 657-2408346415/ETBT/EUR471.57/07JUL15/RIXBT08AT/67390
 164/S2-3
 7 FB PAX 0700000056 TTP/ET/XH2/RT OK ETICKET/S2-3
 8 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
 CHECK-IN FEE APPLIES/S2-3
 9 FP CASH
10 FV PAX BT/S2-3

```

2/Booking

```
>SR PETC-CAT 55X40X20CM 8KG/S3
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU   7JUL15/1308Z   5QGXTJ
 1.ZNOTINA/ILZE
 2 BT 683 Q 20JUL 1 RIXBCN HK1          1440 1725   *1A/E*
 3 BT 684 Q 21JUL 2 BCNRX HK1          1 1810 2250   *1A/E*
 4 AP +371212121
 5 TK OK07JUL/RIXBT08AT//ETBT
 6 /SSR PETC BT NN1 CAT 55X40X20CM 8KG/S3
 7 FA PAX 657-2408346415/ETBT/EUR471.57/07JUL15/RIXBT08AT/67390
 164/S2-3
 8 FB PAX 0700000056 TTP/ET/XH2/RT OK ETICKET/S2-3
 9 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
  CHECK-IN FEE APPLIES/S2-3
10 FP CASH
11 FV PAX BT/S2-3
```

```
>ig
IGNORED - 5QGXTJ
```

After few seconds the SSR is automatically confirmed with addition information.

```
>rt5QGXTJ
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          AA/SU   7JUL15/1310Z   5QGXTJ
 1.ZNOTINA/ILZE
 2 BT 683 Q 20JUL 1 RIXBCN HK1          1440 1725   *1A/E*
 3 BT 684 Q 21JUL 2 BCNRX HK1          1 1810 2250   *1A/E*
 4 AP +371212121
 5 TK OK07JUL/RIXBT08AT//ETBT
 6 /SSR PETC BT KK1 CAT 55X40X20CM 8KG/ACCEPTED 1 OR 2 PET IN
  CLOSED BOX MAX 55X40X20CM 8KG/S3
 7 OPW-08JUL:1710/1C14/BT REQUIRES DOCUMENT ON OR BEFORE
 09JUL:1710/E6
 8 OPC-09JUL:1710/1C16/BT CANCELLATION DUE TO NO DOCUMENT/E6
 9 FA PAX 657-2408346415/ETBT/EUR471.57/07JUL15/RIXBT08AT/67390
 164/S2-3
10 FB PAX 0700000056 TTP/ET/XH2/RT OK ETICKET/S2-3
11 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
  CHECK-IN FEE APPLIES/S2-3
12 FP CASH
13 FV PAX BT/S2-3
```

```
>erk
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU   7JUL15/1310Z   5QGXTJ
 1.ZNOTINA/ILZE
 2 BT 683 Q 20JUL 1 RIXBCN HK1          1440 1725   *1A/E*
 3 BT 684 Q 21JUL 2 BCNRX HK1          1 1810 2250   *1A/E*
 4 AP +371212121
 5 TK OK07JUL/RIXBT08AT//ETBT
 6 /SSR PETC BT HK1 CAT 55X40X20CM 8KG/ACCEPTED 1 OR 2 PET IN
  CLOSED BOX MAX 55X40X20CM 8KG/S3
 7 OPW-08JUL:1710/1C14/BT REQUIRES DOCUMENT ON OR BEFORE
 09JUL:1710/E6
 8 OPC-09JUL:1710/1C16/BT CANCELLATION DUE TO NO DOCUMENT/E6
 9 FA PAX 657-2408346415/ETBT/EUR471.57/07JUL15/RIXBT08AT/67390
 164/S2-3
10 FB PAX 0700000056 TTP/ET/XH2/RT OK ETICKET/S2-3
11 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
  CHECK-IN FEE APPLIES/S2-3
12 FP CASH
13 FV PAX BT/S2-3
```

3/ Pricing

>fxg

FXG

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

01 ZNOTINA/ILZE ADT
 0BT PETC 1 BT684 21JUL EUR60.00 EUR60.00

>tqm

TSM 1 TYPE P RIXBT08AT LS/07JUL 00 INT I EMD-A CARR BT

1.ZNOTINA/ILZE

RFIC-C/O BAGGAGE

1. RFISC-0BT PETC IN CABIN L 6
 OPERATING CC-BT FEE OWNER-BT ORIGIN-BCN DEST-RIX
 EXCESS BAGGAGE-1 PC RATE PER UNIT EUR 0.00

ADD INF/RKS:

FARE F EUR 60.00
 EXCH VAL EUR 60.00

TOTAL EUR 60.00
 FC BCN BT RIX60.00EUR60.00END

4/ Issuance

Before EMD issuance, the form of payment must be added in TSM mask.

>TTM/RT

OK EMD

5/ EMD display (EWD)

EMD-6578200002442 TYPE-A SYS-1A LOC-5QGXTJ
 INT-I FCI-0 0 POI-RIX DOI-07JUL15 IOI-67390164
 PAX- ZNOTINA/ILZE ADT
 RFIC-C BAGGAGE
 REMARKS-
 CPN-1 RFISC-0BT BT BCNRIX S-O
 DESCRIPTION-PETC IN CABIN
 PRESENT TO-
 PRESENT AT-
 ICW-6572408346415C2 (A)
 EXCESS BAGGAGE- 1 N RATE PER UNIT-EUR 0.00
 SERVICE REMARKS-
 FARE F EUR 60.00
 EXCH VAL EUR 60.00 RFND VAL
 TAX-
 TOTAL EUR 60.00
 /FC BCN BT RIX60.00EUR60.00END
 FP CASH
 FOID-

ANIMAL IN CARGO HOLD (AVIH)

A. Service description and purpose

For AVIH maximum total weight (animal + crate) is 32kg that can be sold by travel agent. AirBaltic may also book AVIH with weight 32-75kg.

Note! The maximum dimensions for AVIH on AirBaltic aircrafts are 86 x 147 x 114 cm (both DH4 and Boeing).

AVIH service charge is NON-REFUNDABLE!

How to book AVIH in Amadeus: SR AVIH-DOG 105x60x80CM 32KG

How to book two AVIHs for one passenger in Amadeus: SR AVIHBTTNN2-ONE DOG AND ONE CAT EACH IN SEPARATE CRATE 105X40X55CM 25KG 100X50X60CM 22KG

B. detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  7JUL15/1321Z  5QGYD2
1.ZNOTINA/ILZE
2 BT 351 Q 30AUG 7 RIXVNO HK1    0720 0810  *1A/E*
3 BT 350 Q 02SEP 3 VNORIX HK1    0600 0650  *1A/E*
4 AP +371212121
5 TK OK07JUL/RIXBT08AT//ETBT
6 FA PAX 657-2408346416/ETBT/EUR292.40/07JUL15/RIXBT08AT/67390
  164/S2-3
7 FB PAX 0700000058 TTP/ET/XH2/RT OK ETICKET/S2-3
8 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
  CHECK-IN FEE APPLIES/S2-3
9 FP CASH
10 FV PAX BT/S2-3

```

2/Booking

```

SR AVIH-DOG 105x60x80CM 32KG
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  7JUL15/1321Z  5QGYD2
1.ZNOTINA/ILZE
2 BT 351 Q 30AUG 7 RIXVNO HK1    0720 0810  *1A/E*
3 BT 350 Q 02SEP 3 VNORIX HK1    0600 0650  *1A/E*
4 AP +371212121
5 TK OK07JUL/RIXBT08AT//ETBT
6 /SSR AVIH BT HN1 DOG 105X60X80CM 32KG/S2
7 /SSR AVIH BT HN1 DOG 105X60X80CM 32KG/S3
8 FA PAX 657-2408346416/ETBT/EUR292.40/07JUL15/RIXBT08AT/67390
  164/S2-3
9 FB PAX 0700000058 TTP/ET/XH2/RT OK ETICKET/S2-3
10 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
  CHECK-IN FEE APPLIES/S2-3
11 FP CASH
12 FV PAX BT/S2-3

```

BT will confirm or rejected SSR with addition information.

```

rt5QGYD2
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          IZ/SU  7JUL15/1326Z  5QGYD2
1.ZNOTINA/ILZE
2 BT 351 Q 30AUG 7 RIXVNO HK1    0720 0810  *1A/E*
3 BT 350 Q 02SEP 3 VNORIX HK1    0600 0650  *1A/E*
4 AP +371212121
5 TK OK07JUL/RIXBT08AT//ETBT
6 /SSR AVIH BT HK1 DOG 105X60X80CM 32KG/S2
7 /SSR AVIH BT HK1 DOG 105X60X80CM 32KG/S3
8 FA PAX 657-2408346416/ETBT/EUR292.40/07JUL15/RIXBT08AT/67390
  164/S2-3
9 FB PAX 0700000058 TTP/ET/XH2/RT OK ETICKET/S2-3
10 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
  CHECK-IN FEE APPLIES/S2-3

```

3/ Pricing

>fxg
FXG

```

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

01 ZNOTINA/ILZE    ADT
OBS AVIH  1 BT351  30AUG
OBS AVIH  1 BT350  02SEP EUR200.00          EUR200.00
>tqm
TSM  1  TYPE P      RIXBT08AT LS/07JUL 00 INT I EMD-A CARR BT
  1.ZNOTINA/ILZE
RFIC-C/O  BAGGAGE
  1. RFISC-OBS ANIMAL IN CARGO HOLD                                L  6
    OPERATING CC-BT FEE OWNER-BT                                ORIGIN-RIX DEST-VNO
    EXCESS BAGGAGE-1  PC RATE PER UNIT  EUR          0.00
  2. RFISC-OBS ANIMAL IN CARGO HOLD                                L  7
    OPERATING CC-BT FEE OWNER-BT                                ORIGIN-VNO DEST-RIX
    EXCESS BAGGAGE-1  PC RATE PER UNIT  EUR          0.00

ADD INF/RKS:

FARE  F  EUR      200.00
EXCH VAL  EUR      200.00

TOTAL  EUR      200.00
FC RIX BT VNO100.00 BT RIX100.00EUR200.00END
>
    
```

4/ Issuance

Before EMD issuance, the form of payment must be added in TSM mask.

>ttm/rt
OK EMD

5/ EMD display (EWD)

```

EMD-6578200002443    TYPE-A          SYS-1A  LOC-5QGYD2
INT-I                FCI-0  0          POI-RIX      DOI-07JUL15      IOI-67390164
PAX- ZNOTINA/ILZE
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-OBS  BT RIXVNO  S-O
DESCRIPTION-ANIMAL IN CARGO HOLD
PRESENT TO-
PRESENT AT-
ICW-6572408346416C1          (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-EUR          0.00
SERVICE REMARKS-
CPN-2  RFISC-OBS  BT VNORIX  S-O
DESCRIPTION-ANIMAL IN CARGO HOLD
PRESENT TO-
PRESENT AT-
ICW-6572408346416C2          (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-EUR          0.00
SERVICE REMARKS-
FARE  F  EUR      200.00
EXCH VAL EUR      200.00      RFND VAL
TAX-
TOTAL  EUR      200.00
/FC RIX BT VNO100.00 BT RIX100.00EUR200.00END
FP CASH
FOID-
    
```

WEAPONS (WEAP)

A. Service description and purpose

Firearms or other weapons are carried as checked baggage provided they are suitably packed and ammunition removed. The firearm must be divided into two pieces, the bolt may not be carried in the same bag as the firearm. Firearms need to be declared at the check-in counter upon departure. Ammunition must be carried as checked baggage only and shall consist of small arms ammunition only. Ammunition must be securely packed, for personal use only and must not be carried in quantities exceeding 5kgs / 11LB per box and passenger.

Weapons cannot be included in free checked-in baggage allowance.

Note! If weapons are transported in a box designed for two weapons, the charge is applicable per box (not per weapon).

Weight allowance 20kg. If weapon box weight exceeding 20kg up to 32kg, heavy baggage fee will be applied at the airport.

Carriage of firearms by armed bodyguards. With exceptional authorization, police officers performing their duties as bodyguards of state officials may be granted permission to transport firearms in the cabin. Ammunition shall be kept separate from the firearm. Authorization: Written authorization is issued by Security and Contingency Department when approval for transportation from Head of Security and SVP Flight Operations is received.

Cold weapons (swords etc.) and other sharp objects (knives, scissors etc.) can be included in regular checked-in baggage allowance. Such objects must be wrapped securely in checked baggage, otherwise there may be a risk that they can damage other passenger's baggage or the aircraft or injure the staff.

Transportation of Knives and Similar Items:

Transportation of knives (e.g. hunting knives) and similar items may be transported in passengers checked baggage only. Such items are not classified as weapons and do not require prior booking and confirmation.

WEAP service charge is NON-REFUNDABLE!

B. Detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  7JUL15/1345Z  5QGYD2
 1 .ZNOTINA/ILZE
 2  BT 351 Q 30AUG 7 RIXVNO HK1      0720 0810  *1A/E*
 3  BT 350 Q 02SEP 3 VNORIX HK1      0600 0650  *1A/E*
 4  AP +371212121
 5  TK OK07JUL/RIXBT08AT//ETBT
 6  FA PAX 657-2408346417/ETBT/EUR292.40/07JUL15/RIXBT08AT/67390
    164/S2-3
 7  FB PAX 0700000060 TTP/ET/XH2/RT OK ETICKET/S2-3
 8  FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
    CHECK-IN FEE APPLIES/S2-3
 9  FP CASH
10  FV PAX BT/S2-3

```

2/Booking

```
>SR WEAP-SPORTING WEAPON/S2
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU   7JUL15/1345Z   5QGYD2
 1.ZNOTINA/ILZE
 2 BT 351 Q 30AUG 7 RIXVNO HK1      0720 0810   *1A/E*
 3 BT 350 Q 02SEP 3 VNORIX HK1      0600 0650   *1A/E*
 4 AP +371212121
 5 TK OK07JUL/RIXBT08AT//ETBT
 6 /SSR WEAP BT HK1 SPORTING WEAPON.MAX 5KG
   AMMUNITION/SEPARATELY PACKED/S2
 7 FA PAX 657-2408346417/ETBT/EUR292.40/07JUL15/RIXBT08AT/67390
   164/S2-3
 8 FB PAX 0700000060 TTP/ET/XH2/RT OK ETICKET/S2-3
 9 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/S2-3
10 FP CASH
11 FV PAX BT/S2-3
```

```
>SR WEAP-HUNTING RIFLE/S3
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU   7JUL15/1345Z   5QGYD2
 1.ZNOTINA/ILZE
 2 BT 351 Q 30AUG 7 RIXVNO HK1      0720 0810   *1A/E*
 3 BT 350 Q 02SEP 3 VNORIX HK1      0600 0650   *1A/E*
 4 AP +371212121
 5 TK OK07JUL/RIXBT08AT//ETBT
 6 /SSR WEAP BT HK1 SPORTING WEAPON.MAX 5KG
   AMMUNITION/SEPARATELY PACKED/S2
 7 /SSR WEAP BT HK1 HUNTING RIFLE.MAX 5KG AMMUNITION/SEPARATELY
   PACKED/S3
 8 FA PAX 657-2408346417/ETBT/EUR292.40/07JUL15/RIXBT08AT/67390
   164/S2-3
 9 FB PAX 0700000060 TTP/ET/XH2/RT OK ETICKET/S2-3
10 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/S2-3
11 FP CASH
12 FV PAX BT/S2-3
```

3/ Pricing

```
>fxg
FXG
```

PASSENGER	PTC	-----			
OC	SRV	NP	PR	FLGT DATE	(EUR)FARE TAX TOTAL
01	ZNOTINA/ILZE		ADT		
0ED	WEAP	1	BT351	30AUG	
0ED	WEAP	1	BT350	02SEP	EUR120.00 EUR120.00

```
>tqm
```

```
TSM 2 TYPE P RIXBT08AT LS/07JUL 00 INT I EMD-A CARR BT
```

```
1.ZNOTINA/ILZE
RFIC-C/O BAGGAGE
```

1.	RFISC-0ED WEAPONS				L 6
	OPERATING CC-BT FEE OWNER-BT				ORIGIN-RIX DEST-VNO
	SERVICE REMARKS-FA				
	EXCESS BAGGAGE-1	PC	RATE	PER UNIT	EUR 0.00
2.	RFISC-0ED WEAPONS				L 7
	OPERATING CC-BT FEE OWNER-BT				ORIGIN-VNO DEST-RIX
	SERVICE REMARKS-FA				
	EXCESS BAGGAGE-1	PC	RATE	PER UNIT	EUR 0.00

```
ADD INF/RKS:
```

```
FARE F EUR 120.00
EXCH VAL EUR 120.00
```

```
TOTAL EUR 120.00
```

```
FC RIX BT VNO60.00 BT RIX60.00EUR120.00END
```

```
>
```

4/ Issuance

Before EMD issuance, the form of payment must be added in TSM mask.

```
>ttm/rt
OK EMD
```

5/ EMD display (EWD)

```
EMD-6578200002444      TYPE-A      SYS-1A  LOC-5QGXD2
INT-I      FCI-0  0      POI-RIX      DOI-07JUL15      IOI-67390164
PAX- ZNOTINA/ILZE      ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0ED  BT  RIXVNO  S-O
DESCRIPTION- WEAPONS
PRESENT TO-
PRESENT AT-
ICW-6572408346417C1      (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-EUR      0.00
SERVICE REMARKS-FA
CPN-2  RFISC-0ED  BT  VNORIX  S-O
DESCRIPTION- WEAPONS
PRESENT TO-
PRESENT AT-
ICW-6572408346417C2      (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-EUR      0.00
SERVICE REMARKS-FA
FARE  F      EUR      120.00
EXCH VAL EUR      120.00      RFND VAL
TAX-
TOTAL      EUR      120.00
/FC RIX BT VNO60.00 BT RIX60.00EUR120.00END
FP RC000000
FOID-
```

BIKE (BIKE)

A. Service description and purpose

One bicycle per passenger is accepted if the pedals are removed and handle-bar is turned. On each flight, only a limited number of bicycles can be accepted for transportation. Bicycles intended for transportation have to be declared in advance.

Maximum weight allowance 20 kg. If 20kg allowance will be exceeded up to 32kg, heavy bag fee will be applied at the airport.

BIKE service charge is NON-REFUNDABLE!

B. Detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU   8JUL15/0916Z   5QIRSW
1.ZNOTINA/ILZE
2  BT 241 Q 30JUL 4 RIXFRA HK1      1240 1425   *1A/E*
3  BT 242 Q 31JUL 5 FRARIX HK1      2  1500 1810   *1A/E*
4 AP +3711234567
5 TK OK08JUL/RIXBT08AT//ETBT
6 FA PAX 657-2408346418/ETBT/EUR446.05/08JUL15/RIXBT08AT/67390
  164/S2-3
7 FB PAX 0800000062 TTP/ET/XH2/RT OK ETICKET/S2-3
8 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
  CHECK-IN FEE APPLIES/S2-3
9 FP CASH
10 FV PAX BT/S2-3

```

2/Booking

```

>SR BIKE-20KG 20X30X200CM/s3
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU   8JUL15/0916Z   5QIRSW
1.ZNOTINA/ILZE
2  BT 241 Q 30JUL 4 RIXFRA HK1      1240 1425   *1A/E*
3  BT 242 Q 31JUL 5 FRARIX HK1      2  1500 1810   *1A/E*
4 AP +3711234567
5 TK OK08JUL/RIXBT08AT//ETBT
6 /SSR BIKE BT NN1 20KG 20X30X200CM/S3
7 FA PAX 657-2408346418/ETBT/EUR446.05/08JUL15/RIXBT08AT/67390
  164/S2-3
8 FB PAX 0800000062 TTP/ET/XH2/RT OK ETICKET/S2-3
9 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
  CHECK-IN FEE APPLIES/S2-3
10 FP CASH
11 FV PAX BT/S2-3

```

```

>ig
IGNORED - 5QIRSW
>rt5QIRSW
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          AA/SU   8JUL15/0919Z   5QIRSW
1.ZNOTINA/ILZE
2  BT 241 Q 30JUL 4 RIXFRA HK1      1240 1425   *1A/E*
3  BT 242 Q 31JUL 5 FRARIX HK1      2  1500 1810   *1A/E*
4 AP +3711234567
5 TK OK08JUL/RIXBT08AT//ETBT
6 /SSR BIKE BT KK1 20KG 20X30X200CM/TYRES MUST BE DEFLATED AND
  BIKE MUST BE CORRECTLY PACKAGED/S3
7 OPW-09JUL:1318/1C14/BT REQUIRES DOCUMENT ON OR BEFORE
  10JUL:1318/E6
8 OPC-10JUL:1318/1C16/BT CANCELLATION DUE TO NO DOCUMENT/E6
9 FA PAX 657-2408346418/ETBT/EUR446.05/08JUL15/RIXBT08AT/67390
  164/S2-3
10 FB PAX 0800000062 TTP/ET/XH2/RT OK ETICKET/S2-3
11 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE

```

>erk

```

--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  8JUL15/0919Z  5QIRSW
1.ZNOTINA/ILZE
2 BT 241 Q 30JUL 4 RIXFRA HK1      1240 1425  *1A/E*
3 BT 242 Q 31JUL 5 FRARIX HK1      2  1500 1810  *1A/E*
4 AP +3711234567
5 TK OK08JUL/RIXBT08AT//ETBT
6 /SSR BIKE BT HK1 20KG 20X30X200CM/TYRES MUST BE DEFLATED AND
  BIKE MUST BE CORRECTLY PACKAGED/S3
7 OPW-09JUL:1318/1C14/BT REQUIRES DOCUMENT ON OR BEFORE
  10JUL:1318/E6
8 OPC-10JUL:1318/1C16/BT CANCELLATION DUE TO NO DOCUMENT/E6
9 FA PAX 657-2408346418/ETBT/EUR446.05/08JUL15/RIXBT08AT/67390
  164/S2-3
10 FB PAX 0800000062 TTP/ET/XH2/RT OK ETICKET/S2-3
11 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
  CHECK-IN FEE APPLIES/S2-3
12 FP CASH
13 FV PAX BT/S2-3
    
```

3/ Pricing

>fxg
FXG

```

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

01 ZNOTINA/ILZE    ADT
0EC BIKE  1 BT242  31JUL EUR60.00          EUR60.00
    
```

>tqm

```

TSM  1  TYPE P      RIXBT08AT LS/08JUL 00 INT I EMD-A CARR BT
1.ZNOTINA/ILZE
RFIC-C/O  BAGGAGE
1. RFISC-0EC  BICYCLE                                L  6
  OPERATING CC-BT FEE OWNER-BT                      ORIGIN-FRA DEST-RIX
  SERVICE REMARKS-BI
  EXCESS BAGGAGE-1  PC RATE PER UNIT  EUR          0.00
    
```

ADD INF/RKS:

```

FARE  F  EUR      60.00
EXCH VAL  EUR      60.00

TOTAL  EUR      60.00
FC FRA BT RIX60.00EUR60.00END
    
```

4/ Issuance

Before EMD issuance, the form of payment must be added in TSM mask.

>ttm/rt
OK EMD

5/ EMD display (EWD)

```

EMD-6578200002457      TYPE-A          SYS-1A  LOC-5QIRSW
INT-I          FCI-0  0          POI-RIX          DOI-09JUL15          IOI-67390164
PAX- ZNOTINA/ILZE          ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0EC  BT FRARIX  S-O
DESCRIPTION-  BICYCLE
PRESENT TO-
PRESENT AT-
ICW-6572408346418C2          (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-EUR          0.00
SERVICE REMARKS-BI
FARE  F  EUR      60.00
EXCH VAL EUR      60.00          RFND VAL
TAX-
TOTAL  EUR      60.00
/FC FRA BT RIX60.00EUR60.00END
FP CASH
FOID-
    
```

CHECKIN FEE (CKFE)

A. Service description and purpose

Check-in fee is per passenger per direction applies to BT regular flights only, charters excluded. Fee does not apply to passengers who have checked in via airBaltic Web, Mobile or Kiosk services.

Note: Checked-in passengers requiring a Boarding Pass reprint shall not be charged.

Passenger categories exempt from Airport counter check-in fee:

*Passengers departing from stations where NONE of BT self-services (Web, Mobile, Kiosk check-in) are available. RU stations are exempt from check-in fee as of March 7th until further notice.

*Business Elite, Business Smart, Economy Elite passengers. For tickets issued after June 20, 2015 - Business and Premium fares are exempted from check-in fee.

*PINS VIP and Executive card holders

*Codeshare passengers

*Group PNRs

*Interline transfer passengers handled at gate

*OAL involuntary rerouted passengers

*Priority check-in passengers, identifiable by SSR remark FAST

*Passengers with following special service or medical assistance requirements (+ passengers in same PNR):BLND, CBBG, DEAF, DEPA, DEPU, EXST, MEDA, PETC, SEMN, UMN, WCHC, WCHR, WCHS

*Passengers with Infants (+ passengers in same PNR)

CKFE service charge is NON-REFUNDABLE!

B. Detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU   8JUL15/1022Z   5QIRSW
 1 .ZNOTINA/ILZE
 2 BT 241 Q 30JUL 4 RIXFRA HK1      1240 1425   *1A/E*
 3 BT 242 Q 31JUL 5 FRARIX HK1      2  1500 1810   *1A/E*
 4 AP +3711234567
 5 TK OK08JUL/RIXBT08AT//ETBT
 6 FA PAX 657-2408346418/ETBT/EUR446.05/08JUL15/RIXBT08AT/67390
   164/S2-3
 7 FB PAX 0800000062 TTP/ET/XH2/RT OK ETICKET/S2-3
 8 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/S2-3
 9 FP CASH
10 FV PAX BT/S2-3

```

2/Booking

```

>SR CKFE
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU   8JUL15/1024Z   5QIRSW
 1 .ZNOTINA/ILZE
 2 BT 241 Q 30JUL 4 RIXFRA HK1      1240 1425   *1A/E*
 3 BT 242 Q 31JUL 5 FRARIX HK1      2  1500 1810   *1A/E*
 4 AP +3711234567
 5 TK OK08JUL/RIXBT08AT//ETBT
 6 /SSR CKFE BT HK1/S2
 7 /SSR CKFE BT HK1/S3
 8 FA PAX 657-2408346418/ETBT/EUR446.05/08JUL15/RIXBT08AT/67390
   164/S2-3
 9 FB PAX 0800000062 TTP/ET/XH2/RT OK ETICKET/S2-3
10 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/S2-3
11 FP CASH
12 FV PAX BT/S2-3

```


3/ Pricing

>fxg

FXG

```

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

01 ZNOTINA/ILZE    ADT
0BW CKFE  1 BT241  30JUL
0BW CKFE  1 BT242  31JUL EUR20.00          EUR20.00
>tqm
TSM  2  TYPE P      RIXBT08AT LS/08JUL 00 INT I EMD-A CARR BT
  1.ZNOTINA/ILZE
RFIC-A/O  AIR TRANSPORTATION
  1. RFISC-OBW CHECKIN FEE                                L  6
    OPERATING CC-BT FEE OWNER-BT                        ORIGIN-RIX DEST-FRA
    NON INTERLINEABLE
  2. RFISC-OBW CHECKIN FEE                                L  7
    OPERATING CC-BT FEE OWNER-BT                        ORIGIN-FRA DEST-RIX
    NON INTERLINEABLE

ADD INF/RKS:

FARE    F  EUR      20.00
EXCH VAL  EUR      20.00

TOTAL    EUR      20.00
FC  RIX BT FRA10.00 BT RIX10.00EUR20.00END
    
```

4/ Issuance

Before EMD issuance, the form of payment must be added in TSM mask.

>ttm/rt

OK EMD

5/ EMD display (EWD)

```

EMD-6578200002446    TYPE-A          SYS-1A  LOC-5QIRSW
INT-I                FCI-0  0          POI-RIX      DOI-08JUL15    IOI-67390164
PAX- ZNOTINA/ILZE
RFIC-A  AIR TRANSPORTATION
REMARKS-
CPN-1  RFISC-OBW  BT RIXFRA  S-O
DESCRIPTION-CHECKIN FEE
PRESENT TO-
PRESENT AT-
ICW-6572408346418C1          (A)
SERVICE REMARKS-
CPN-2  RFISC-OBW  BT FRARIX  S-O
DESCRIPTION-CHECKIN FEE
PRESENT TO-
PRESENT AT-
ICW-6572408346418C2          (A)
SERVICE REMARKS-
FARE    F  EUR      20.00
EXCH VAL  EUR      20.00      RFND VAL
TAX-
TOTAL    EUR      20.00
/FC  RIX BT FRA10.00 BT RIX10.00EUR20.00END
FP CASH
FOID-
NON-ENDORSABLE
    
```

CHECKED BAGGAGE (CKBG)

A. Service description and purpose

Baggage check-in fee can be applied per direction of travel, if passenger is connecting to another flight within 24 hours. In case of voluntary stopover in the transit point, each flight leg must be paid separately.

CKBG service charge is NON-REFUNDABLE!

Extra bag pieces purchased through any channel increase allowed weight as follows:

1 bag = 20 kg
 2 bags= 40 kg
 3 bags= 60kg
 4 bags= 80kg
 5 bags= 100kg

Baggage allowance on tickets:

- including baggage - baggage allowance box "1PC" / endorsement box "BAGGAGE 1 BAG 20KG FREE";
 - not including baggage - baggage allowance box "NO" / endorsement box "BAGGAGE CHECK-IN FEE APPLIES";

Check the respective fare notes in the reservation system, and check the list of Special rules and Exceptions below.

Baggage pooling is permitted for passenger within same PNR.

Maximum 5 checked-in bags accepted per 1 passenger;
 Maximum weight per checked-in bag - 32kg.

B. detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  8JUL15/1043Z  5QIWGZ
 1 .RIEKSTINS/ROBERTS  2.ZNOTINA/ILZE
 3 BT 687 Q 02AUG 7 RIXPMI HK2      0805 1050  *1A/E*
 4 AP +3711234567
 5 TK OK08JUL/RIXBT08AT
 6 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/S3/P1-2
 7 FP CASH
 8 FV PAX BT/S3/P1-2
  
```

2/Booking

If only one bag.

```

>SR CKBG-1PC/P1
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  8JUL15/1043Z  5QIWGZ
 1 .RIEKSTINS/ROBERTS  2.ZNOTINA/ILZE
 3 BT 687 Q 02AUG 7 RIXPMI HK2      0805 1050  *1A/E*
 4 AP +3711234567
 5 TK OK08JUL/RIXBT08AT
 6 /SSR CKBG BT HK1 1PC/S3/P1
 7 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/S3/P1-2
 8 FP CASH
 9 FV PAX BT/S3/P1-2
  
```

If more than one bag.

```
>SR CKBG NN2-2PC/P2
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  8JUL15/1043Z  5QIWGZ
 1.RIEKSTINS/ROBERTS  2.ZNOTINA/ILZE
 3 BT 687 Q 02AUG 7 RIXPMI HK2      0805 1050  *1A/E*
 4 AP +3711234567
 5 TK OK08JUL/RIXBT08AT
 6 /SSR CKBG BT HK1 1PC/S3/P1
 7 /SSR CKBG BT HK2 2PC/S3/P2
 8 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/S3/P1-2
 9 FP CASH
10 FV PAX BT/S3/P1-2
```

3/ Pricing

```
>fxg
FXG
```

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

01 RIEKSTINS/ROBER ADT
0IJ CKBG  1 BT687  02AUG EUR35.00          EUR35.00

02 ZNOTINA/ILZE    ADT
0IJ CKBG  2 BT687  02AUG EUR70.00          EUR70.00
```

```
>tqm
```

M	P	R	NAME	TOTAL	FOP	ELEMENTS	T
1	.1		C/O RIEKSTINS/ROBE+	EUR 35.00		6	P
2	.2		C/O ZNOTINA/ILZE	EUR 70.00		7	P

DELETED TSM RECORDS MAY EXIST - PLEASE USE TMH

```
>tqm/m1
```

```
TSM  1  TYPE P      RIXBT0980 IZ/08JUL 00 INT I EMD-A CARR BT
 1.RIEKSTINS/ROBERTS
RFIC-C/O  BAGGAGE
 1. RFISC-0IJ CHECKED BAGGAGE                                L  6
   OPERATING CC-BT FEE OWNER-BT                            ORIGIN-RIX DEST-PMI
   SERVICE REMARKS-X7
   EXCESS BAGGAGE-1   PC RATE PER UNIT  EUR          0.00
```

ADD INF/RKS:

```
FARE    F  EUR      35.00
EXCH VAL  EUR      35.00

TOTAL    EUR      35.00
FC RIX BT PMI35.00EUR35.00END
>
```

```
>tqm/m2
```

```
TSM  2  TYPE P      RIXBT0980 IZ/08JUL 00 INT I EMD-A CARR BT
 2.ZNOTINA/ILZE
RFIC-C/O  BAGGAGE
 1. RFISC-0IJ CHECKED BAGGAGE                                L  7
   OPERATING CC-BT FEE OWNER-BT                            ORIGIN-RIX DEST-PMI
   SERVICE REMARKS-X7
   EXCESS BAGGAGE-2   PC RATE PER UNIT  EUR          0.00
```

ADD INF/RKS:

```
FARE    F  EUR      70.00
EXCH VAL  EUR      70.00

TOTAL    EUR      70.00
FC RIX BT PMI70.00EUR70.00END
```

4/ Issuance

Before EMD issuance, the form of payment must be added in TSM mask.

>TTM/RT
OK EMD

5/ EMD display (EWD)

```
EMD-6578200002447      TYPE-A      SYS-1A  LOC-5QIWGZ
INT-I      FCI-0  0      POI-RIX      DOI-08JUL15      IOI-67390164
PAX- RIEKSTINS/ROBERTS      ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0IJ  BT  RIXPMI  S-0
DESCRIPTION-CHECKED BAGGAGE
PRESENT TO-
PRESENT AT-
ICW-6572408346419C1      (A)
EXCESS BAGGAGE-      1  N RATE PER UNIT-EUR      0.00
SERVICE REMARKS-X7
FARE  F      EUR      35.00
EXCH VAL EUR      35.00      RFND VAL
TAX-
TOTAL      EUR      35.00
/FC RIX BT PMI35.00EUR35.00END
FP CASH
FOID-
```

```
EMD-6578200002448      TYPE-A      SYS-1A  LOC-5QIWGZ
INT-I      FCI-0  0      POI-RIX      DOI-08JUL15      IOI-67390164
PAX- ZNOTINA/ILZE      ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0IJ  BT  RIXPMI  S-0
DESCRIPTION-CHECKED BAGGAGE
PRESENT TO-
PRESENT AT-
ICW-6572408346420C1      (A)
EXCESS BAGGAGE-      2  N RATE PER UNIT-EUR      0.00
SERVICE REMARKS-X7
FARE  F      EUR      70.00
EXCH VAL EUR      70.00      RFND VAL
TAX-
TOTAL      EUR      70.00
/FC RIX BT PMI70.00EUR70.00END
FP CASH
FOID-
```

SPECIAL BAGS (SPEQ)

A. Service description and purpose

Diving equipment

One set of scuba diving equipment is defined as one scuba tank (empty), one scuba regulator, one tank harness, one tank pressure gauge, one mask, two fins, one snorkel, one knife, one spear gun and one safety vest. Connecting to/from USA the scuba tank must be disconnected from the regulator valve. The cylinder must have an opening to allow visual inspection inside.

Maximum weight allowance 20 kg. If 20kg allowance will be exceeded up to 32kg, heavy bag fee will be applied at the airport.

Golf equipment

One golf set consists of one golf bag containing one set of golf clubs, golf balls and one pair of golf shoes free of charge.

Maximum weight allowance 20 kg. If 20kg allowance will be exceeded up to 32kg, heavy bag fee will be applied at the airport.

Skiing/snowboard equipment

Skiing/snowboarding equipment is defined as: skis, ski boots and ski sticks and helmet or snowboard boots and a snowboard and helmet

One Skiing or Snowboard equipment includes 2 pieces of checked baggage - 1 bag with boots + one bag with skis/snowboard and helmet.

Maximum weight allowance 20 kg. If 20kg allowance will be exceeded up to 32kg, heavy bag fee will be applied at the airport.

Fishing equipment

Set of fishing equipment consists of one rod, one angler bag and one bait box. Suitable packaging required.

Maximum weight allowance 20 kg. If 20kg allowance will be exceeded up to 32kg, heavy bag fee will be applied at the airport.

Surf/kite board and windsurfing equipment

Items must be packed in one package with maximum weight limit of 20kg and overall dimensions limited to following: 213x76x41cm (Boeing 737-300/500 flight)

Surf/kite boards and windsurfing equipment are not accepted on Bombardier Q400 operated flights. If 20kg allowance will be exceeded up to 32kg, heavy bag fee will be applied at the airport.

Ice hockey equipment

Ice-hockey helmet, stick, skates 1 set of ice-hockey wear including protectors and pads.

One Ice Hockey equipment includes 2 baggage pieces - 1 bag + 1 stick.

Maximum weight allowance 20 kg. If 20kg allowance will be exceeded up to 32kg, heavy bag fee will be applied at the airport.

Other sports equipment types can be transported only as regular checked-in baggage (regular checked-in baggage allowances, fees and excess baggage fees apply).

SPEQ service charge is NON-REFUNDABLE!

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  8JUL15/1110Z  5QIXNI
 1.RIEKSTINS/ROBERTS    2.RIEKSTINS/OLIVERS
 3.RIEKSTINS/KRISTIANS  4.ZNOTINA/ILZE    5.ZNOTINA/ANITA
 6.ZNOTINS/JANIS
 7 BT 683 Q 24JUL 5 RIXBCN HK6          1445 1730  *1A/E*
 8 AP +3711234567
 9 TK OK08JUL/RIXBT08AT//ETBT
10 FA PAX 657-2408346421/ETBT/EUR263.89/08JUL15/RIXBT08AT/67390
    164/S7/P1
11 FA PAX 657-2408346422/ETBT/EUR263.89/08JUL15/RIXBT08AT/67390
    164/S7/P2
12 FA PAX 657-2408346423/ETBT/EUR263.89/08JUL15/RIXBT08AT/67390
    164/S7/P3
13 FA PAX 657-2408346424/ETBT/EUR263.89/08JUL15/RIXBT08AT/67390
    164/S7/P4
14 FA PAX 657-2408346425/ETBT/EUR263.89/08JUL15/RIXBT08AT/67390
    164/S7/P5
15 FA PAX 657-2408346426/ETBT/EUR263.89/08JUL15/RIXBT08AT/67390
    164/S7/P6
16 FB PAX 0800000067 TTP/ET/XH2/RT OK ETICKET/S7/P1-6
17 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
```

2/Booking

```
>>SR SPEQ-DIVING 10KG 10X40X150CM/P1
>>SR SPEQ-GOLF 12KG 10X40X150CM/P2
>>SR SPEQ-SNOWBOARD 15KG 10X35X150CM/P3
>>SR SPEQ-FISHING 3KG 5X10X150CM/P4
>>SR SPEQ-SURF 10KG 10X20X150CM/P5
>>SR SPEQ-ICE HOCKEY 20KG 10X40X150CM/P6
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  8JUL15/1110Z  5QIXNI
 1.RIEKSTINS/ROBERTS    2.RIEKSTINS/OLIVERS
 3.RIEKSTINS/KRISTIANS  4.ZNOTINA/ILZE    5.ZNOTINA/ANITA
 6.ZNOTINS/JANIS
 7 BT 683 Q 24JUL 5 RIXBCN HK6          1445 1730  *1A/E*
 8 AP +3711234567
 9 TK OK08JUL/RIXBT08AT//ETBT
10 /SSR SPEQ BT HK1 DIVING 10KG 10X40X150CM/S7/P1
11 /SSR SPEQ BT HK1 GOLF 12KG 10X40X150CM/S7/P2
12 /SSR SPEQ BT HK1 SNOWBOARD 15KG 10X35X150CM/S7/P3
13 /SSR SPEQ BT HK1 FISHING 3KG 5X10X150CM/S7/P4
14 /SSR SPEQ BT HK1 SURF 10KG 10X20X150CM/S7/P5
15 /SSR SPEQ BT HK1 ICE HOCKEY 20KG 10X40X150CM/S7/P6
16 FA PAX 657-2408346421/ETBT/EUR263.89/08JUL15/RIXBT08AT/67390
    164/S7/P1
17 FA PAX 657-2408346422/ETBT/EUR263.89/08JUL15/RIXBT08AT/67390
    164/S7/P2
18 FA PAX 657-2408346423/ETBT/EUR263.89/08JUL15/RIXBT08AT/67390
    164/S7/P3
19 FA PAX 657-2408346424/ETBT/EUR263.89/08JUL15/RIXBT08AT/67390
    164/S7/P4
```

3/ Pricing

)>FXG
FXG

```

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

01 RIEKSTINS/ROBER ADT
0F8 SPEQ  1 BT683  24JUL EUR40.00                EUR40.00

02 RIEKSTINS/OLIVE ADT
0F8 SPEQ  1 BT683  24JUL EUR40.00                EUR40.00

03 RIEKSTINS/KRIST ADT
0F8 SPEQ  1 BT683  24JUL EUR40.00                EUR40.00

04 ZNOTINA/ILZE    ADT
0F8 SPEQ  1 BT683  24JUL EUR40.00                EUR40.00

05 ZNOTINA/ANITA  ADT
0F8 SPEQ  1 BT683  24JUL EUR40.00                EUR40.00

06 ZNOTINS/JANIS  ADT
0F8 SPEQ  1 BT683  24JUL EUR40.00                EUR40.00
>TQM/ML
TSM  1  TYPE P      RIXBT0980 IZ/08JUL 00 INT I EMD-A CARR BT
  1.RIEKSTINS/ROBERTS
RFIC-C/O  BAGGAGE
  1. RFISC-0F8 SPECIAL BAGGAGE                                L 10
  OPERATING CC-BT FEE OWNER-BT                                ORIGIN-RIX DEST-BCN
  EXCESS BAGGAGE-1  PC RATE PER UNIT  EUR                    0.00

ADD INF/RKS:

FARE  F  EUR      40.00
EXCH VAL  EUR      40.00

TOTAL      EUR      40.00
FC RIX BT BCN40.00EUR40.00END
    
```

4/ Issuance

Before EMD issuance, the form of payment must be added in TSM mask.

>TTM/RT
OK EMD

5/ EMD display (EWD)

```

EMD-6578200002449      TYPE-A          SYS-1A  LOC-5QIXNI
INT-I          FCI-0  0          POI-RIX      DOI-08JUL15      IOI-67390164
PAX- RIEKSTINS/ROBERTS                                ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0F8  BT RIXBCN  S-O
DESCRIPTION-SPECIAL BAGGAGE
PRESENT TO-
PRESENT AT-
ICW-6572408346421C1          (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-EUR          0.00
SERVICE REMARKS-
FARE  F  EUR      40.00
EXCH VAL EUR      40.00      RFND VAL
TAX-
TOTAL      EUR      40.00
/FC RIX BT BCN40.00EUR40.00END
FP CASH
FOID-
    
```

ASIAN VEGETARIAN MEAL (AVML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  8JUL15/1137Z  5QIYOV
1.ZNOTINA/ILZE
2 BT 683 J 20JUL 1 RIXBCN HK1      1440 1725  *1A/E*
3 AP +3711234567
4 TK OK08JUL/RIXBT08AT
5 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2
6 FP CASH
7 FV PAX BT/S2
```

2/Booking

```
>SR AVML
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  8JUL15/1137Z  5QIYOV
1.ZNOTINA/ILZE
2 BT 683 J 20JUL 1 RIXBCN HK1      1440 1725  *1A/E*
3 AP +3711234567
4 TK OK08JUL/RIXBT08AT
5 #SSR AVML BT HK1/S2
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2
7 FP CASH
8 FV PAX BT/S2
```

3/ Pricing

```
>FXG
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

No EMD issuance required.

5/ EMD display (EWD)

No EMD display.

BABY MEAL (BBML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only. For Business Class passenger travelling with infant. Confirmed SSR INF mandatory.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  8JUL15/1211Z  5QIZVN
1.ZNOTINA/ILZE(INF/OLIVERS/11JUL14)
2  BT 133 D 20JUL 1 RIXCPH HK1          0645 0725  *1A/E*
3 AP +3711234567
4 TK OK08JUL/RIXBT08AT
5 SSR INFT BT HN1 ZNOTINA/OLIVERS 11JUL14/S2
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2
7 FE INF RESTRICTIONS APPLY PER FARE COMPONENT/S2
8 FV PAX BT/S2
9 FV INF BT/S2
```

2/Booking

Please note that SSR INFT BT HK1 is mandatory for this meal code.

```
>SR BBML
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          BT/RM  9JUL15/0824Z  5QIZVN
1.ZNOTINA/ILZE(INF/OLIVERS/11JUL14)
2  BT 133 D 20JUL 1 RIXCPH HK1          0645 0725  *1A/E*
3 AP +3711234567
4 TK OK08JUL/RIXBT08AT
5 SSR INFT BT HK1 ZNOTINA/OLIVERS 11JUL14/S2
6 #SSR BBML BT HK1/S2
7 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2
8 FE INF RESTRICTIONS APPLY PER FARE COMPONENT/S2
9 FV PAX BT/S2
10 FV INF BT/S2
```

3/ Pricing

```
>FXG
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

BLAND MEAL (BLML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0836Z  5QKMU2  
1.ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
6 FV PAX BT/S2
```

2/Booking

```
>SR BLML  
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0836Z  5QKMU2  
1.ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 #SSR BLML BT HK1/S2  
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
7 FV PAX BT/S2
```

3/ Pricing

```
>FXG  
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

CHILD MEAL (CHML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only. Confirmed UMNR or CHLD SSR mandatory.

B. Detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0843Z  5QKM9C
 1.RIEKSTINS/ROBERTS(CHD/09MAY06)  2.ZNOTINA/ILZE MS
 3  BT 221 D 20JUL 1 RIXMUC HK2      0720 0900  *1A/E*
 4  BT 222 D 30JUL 4 MUCRIX HK2      1  0935 1305  *1A/E*
 5 AP +371123456789
 6 TK OK09JUL/RIXBT0980
 7 SSR CHLD BT HK1 09MAY06/P1
 8 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S3-4/P1
 9 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S3-4/P2
10 FV PAX BT/S3-4/P1
11 FV PAX BT/S3-4/P2

```

2/Booking

```

>SR CHML/P1
--- TST RLR ---
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0843Z  5QKM9C
 1.RIEKSTINS/ROBERTS(CHD/09MAY06)  2.ZNOTINA/ILZE MS
 3  BT 221 D 20JUL 1 RIXMUC HK2      0720 0900  *1A/E*
 4  BT 222 D 30JUL 4 MUCRIX HK2      1  0935 1305  *1A/E*
 5 AP +371123456789
 6 TK OK09JUL/RIXBT0980
 7 SSR CHLD BT HK1 09MAY06/P1
 8 #SSR CHML BT HK1/S3/P1
 9 #SSR CHML BT HK1/S4/P1
10 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S3-4/P1
11 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S3-4/P2
12 FV PAX BT/S3-4/P1
13 FV PAX BT/S3-4/P2

```

3/ Pricing

```

>FXG
NO CHARGEABLE SERVICE FOUND

```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

FRUIT PLATTER MEAL (FPML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0836Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
6 FV PAX BT/S2
```

2/Booking

```
>SR FPML  
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0839Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 #SSR FPML BT HK1/S2  
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
7 FV PAX BT/S2
```

3/ Pricing

```
>FXG  
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

GLUTEN FREE MEAL (GFML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU   9JUL15/0836Z   5QKMU2  
1.ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845   *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
6 FV PAX BT/S2
```

2/Booking

```
>SR GFML  
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU   9JUL15/0851Z   5QKMU2  
1.ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845   *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 #SSR GFML BT HK1/S2  
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
7 FV PAX BT/S2
```

3/ Pricing

```
>FXG  
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

DIABETIC MEAL (DBML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0836Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
6 FV PAX BT/S2
```

2/ Booking

```
>SR DBML  
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0851Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 #SSR DBML BT HK1/S2  
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
7 FV PAX BT/S2
```

3/ Pricing

```
>FXG  
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

KOSHER MEAL (KSML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0836Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
6 FV PAX BT/S2
```

2/Booking

```
>SR KSML  
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0851Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 #SSR KSML BT HK1/S2  
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
7 FV PAX BT/S2
```

3/ Pricing

```
>FXG  
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

LOW CALORIE MEAL (LCML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0836Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
6 FV PAX BT/S2
```

2/Booking

```
>SR LCML  
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0851Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 #SSR LCML BT HK1/S2  
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
7 FV PAX BT/S2
```

3/ Pricing

```
>FXG  
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

LOW FAT MEAL (LFML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0836Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
6 FV PAX BT/S2
```

2/Booking

```
>SR LFML  
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0851Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 #SSR LFML BT HK1/S2  
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
7 FV PAX BT/S2
```

3/ Pricing

```
>FXG  
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

VEGETARIAN LACTO OVO MEAL (VLML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0836Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
6 FV PAX BT/S2
```

2/Booking

```
>SR VLML  
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0851Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 #SSR VLML BT HK1/S2  
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
7 FV PAX BT/S2
```

3/ Pricing

```
>FXG  
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

VEGETARIAN NON DIARY MEAL (VGML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0836Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
6 FV PAX BT/S2
```

2/Booking

```
>SR VGML  
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0851Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 #SSR VGML BT HK1/S2  
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
7 FV PAX BT/S2
```

3/ Pricing

```
>FXG  
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

NON LACTOSE MEAL (NLML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0836Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
6 FV PAX BT/S2
```

2/Booking

```
>SR NLML  
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0851Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 #SSR NLML BT HK1/S2  
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
7 FV PAX BT/S2
```

3/ Pricing

```
>FXG  
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

SEAFOOD MEAL (SFML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0836Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
6 FV PAX BT/S2
```

2/Booking

```
>SR SFML  
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0851Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 #SSR SFML BT HK1/S2  
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
7 FV PAX BT/S2
```

3/ Pricing

```
>FXG  
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

RAW VEGETARIAN MEAL (RVML)

A. Service description and purpose

Available on BT operated flights for Business Class passengers only.

B. Detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0836Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
6 FV PAX BT/S2
```

2/ Booking

```
>SR RVML  
--- TST RLR ---  
RP/RIXBT0980/RIXBT0980          IZ/SU  9JUL15/0851Z  5QKMU2  
1. ZNOTINA/ILZE  
2  BT 211 D 20JUL 1 RIXTXL HK1          0750 0845  *1A/E*  
3 AP +371123456789  
4 TK OK09JUL/RIXBT0980  
5 #SSR RVML BT HK1/S2  
6 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT/S2  
7 FV PAX BT/S2
```

3/ Pricing

```
>FXG  
NO CHARGEABLE SERVICE FOUND
```

4/ Issuance

EMD not required

5/ EMD display (EWD)

No EMD displayed

NAME CHANGE (NCHG)

A. Service description and purpose

Name change or correction allowed for fee according to fare type if original booking class available at the time of change.

If the original booking class is not available at the time of the name change or correction- passenger must be rebooked to the higher booking class available. Difference between fare and YQ tax originally paid and new booking class fare must be collected. If YQ tax has increased, the difference has to be collected as well.

Note! Before name change please check BT GG pages GG AIRBT TICKET >MS045

B. Detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  9JUL15/0942Z  5QKQOQ
 1.ZNOTINA/ILZE
 2 BT 683 Q 20JUL 1 RIXBCN HK1      1440 1725  *1A/E*
 3 AP +371123654987
 4 TK OK09JUL/RIXBT08AT//ETBT
 5 FA PAX 657-2408346427/ETBT/EUR308.89/09JUL15/RIXBT08AT/67390
   164/S2
 6 FB PAX 0900000069 TTP/ET/XH2/RT OK ETICKET/S2
 7 FE PAX BAGGAGE 1 BAG 20 KG FREE. NAME CHG EUR 50 REBOOKING
   EUR 50 RFND PENLTY EUR100 PER TKT/S2
 8 FP CASH
 9 FV PAX BT/S2

```

2/Booking

```

>IU BT HK1 NCHG RIX
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  9JUL15/0943Z  5QKQOQ
 1.ZNOTINA/ILZE
 2 BT 683 Q 20JUL 1 RIXBCN HK1      1440 1725  *1A/E*
 3 /SVC BT HK1 NCHG RIX
 4 AP +371123654987
 5 TK OK09JUL/RIXBT08AT//ETBT
 6 FA PAX 657-2408346427/ETBT/EUR308.89/09JUL15/RIXBT08AT/67390
   164/S2
 7 FB PAX 0900000069 TTP/ET/XH2/RT OK ETICKET/S2
 8 FE PAX BAGGAGE 1 BAG 20 KG FREE. NAME CHG EUR 50 REBOOKING
   EUR 50 RFND PENLTY EUR100 PER TKT/S2

```

3/ Pricing

```

>FXG
FXG

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

01 ZNOTINA/ILZE    ADT
0L7 NCHG   1 BT      09JUL EUR50.00                EUR50.00
>TQM
TSM  1  TYPE P      RIXBT08AT LS/09JUL 00 INT D EMD-S CARR BT
 1.ZNOTINA/ILZE
RFIC-D/O  NAME CHANGE
 1. RFISC-0L7 NAME CHANGE                L  3
   OPERATING CC-BT                      CPN VALUE-50.00  ORIGIN-RIX
   NON INTERLINEABLE

ADD INF/RKS:

FARE    F  EUR      50.00
EXCH VAL  EUR      50.00

TOTAL    EUR      50.00

```

4/ Issuance

Before EMD issuance, the form of payment must be added in TSM mask.

>ttm/rt
OK EMD

5/ EMD display (EWD)

```
EMD-6578200002455      TYPE-S      SYS-1A  LOC-5QKQQQ
INT-D      FCI-0  0      POI-RIX      DOI-09JUL15      IOI-67390164
PAX- ZNOTINA/ILZE
RFIC-D  FINANCIAL IMPACT
REMARKS-
CPN-1  RFISC-0L7  BT RIX      S-O      VALUE-50.00
DESCRIPTION-NAME CHANGE
PRESENT TO-
PRESENT AT-
SERVICE REMARKS-
FARE  F      EUR      50.00
EXCH VAL EUR      50.00      RFND VAL
TAX-
TOTAL      EUR      50.00
/FC
FP CASH
FOID-
NON-ENDORSABLE
```


DATE CHANGE FEE FOR BT (DCHG)

A. Service description and purpose

Date change allowed for fee according to fare type.

B. Detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  9JUL15/0959Z  5QKRLJ
 1.ZNOTINA/ILZE
 2  BT 687 Q 02AUG 7 RIXPMI HK1          0805 1050  *1A/E*
 3 AP +371123654789
 4 TK OK09JUL/RIXBT08AT//ETBT
 5 FA PAX 657-2408346429/ETBT/EUR0.00/09JUL15/RIXBT08AT/6739016
 4/S2
 6 FHE PAX 657-2408346428
 7 FB PAX 0900000072 TTP/ET/XH2/RT OK ETICKET/S2
 8 FE PAX BAGGAGE 1 BAG 20 KG FREE. NAME CHG EUR 50 REBOOKING
  EUR 50 RFND PENLTY EUR100 PER TKT/S2
 9 FO PAX 657-2408346428RIX09JUL15/67390164/657-24083464285E1
 /S2
10 FP PAX O/CASH/S2
11 FV PAX BT/S2

```

2/Booking

```

>IU BT HK1 DCHG RIX
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU  9JUL15/0959Z  5QKRLJ
 1.ZNOTINA/ILZE
 2  BT 687 Q 02AUG 7 RIXPMI HK1          0805 1050  *1A/E*
 3 /SVC BT HK1 DCHG RIX
 4 AP +371123654789
 5 TK OK09JUL/RIXBT08AT//ETBT
 6 FA PAX 657-2408346429/ETBT/EUR0.00/09JUL15/RIXBT08AT/6739016
 4/S2
 7 FHE PAX 657-2408346428
 8 FB PAX 0900000072 TTP/ET/XH2/RT OK ETICKET/S2
 9 FE PAX BAGGAGE 1 BAG 20 KG FREE. NAME CHG EUR 50 REBOOKING
  EUR 50 RFND PENLTY EUR100 PER TKT/S2
10 FO PAX 657-2408346428RIX09JUL15/67390164/657-24083464285E1
 /S2
11 FP PAX O/CASH/S2
12 FV PAX BT/S2

```

3/ Pricing

```

>FXG
FXG

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

01 ZNOTINA/ILZE    ADT
0L6 DCHG  1 BT      09JUL EUR50.00                EUR50.00
>TQM
TSM  1  TYPE P      RIXBT08AT LS/09JUL 00 INT D EMD-S CARR BT
 1.ZNOTINA/ILZE
RFIC-D/O  DATE CHANGE FEE FOR BT
 1. RFISC-0L6 DATE CHANGE FEE FOR BT          L  3
      OPERATING CC-BT          CPN VALUE-50.00  ORIGIN-RIX

ADD INF/RKS:

FARE      F  EUR      50.00
EXCH VAL  EUR      50.00

TOTAL      EUR      50.00

```

4/ Issuance

Before EMD issuance, the form of payment must be added in TSM mask.

>ttm/rt
OK EMD

5/ EMD display (EWD)

```
EMD-6578200002456      TYPE-S      SYS-1A  LOC-5QKRLJ
INT-D      FCI-0  0      POI-RIX      DOI-09JUL15      IOI-67390164
PAX- ZNOTINA/ILZE      ADT
RFIC-D FINANCIAL IMPACT
REMARKS-
CPN-1  RFISC-0L6  BT RIX      S-O      VALUE-50.00
DESCRIPTION-DATE CHANGE FEE FOR BT
PRESENT TO-
PRESENT AT-
SERVICE REMARKS-
FARE  F      EUR      50.00
EXCH VAL EUR      50.00      RFND VAL
TAX-
TOTAL      EUR      50.00
/FC
FP CASH
FOID-
NON-ENDORSABLE
```

EMD REFUND

Refund of EMD-S and EMD-A can be done only if the document is already in closed sales report.

Service charge is NON-REFUNDABLE! If airBaltic fails to provide a confirmed and pre-paid service, passenger should request refund of the service charge through Customer Relations.

Only in case of involuntary ticket refund, e.g. due to cancelled flight, service fee may be refunded by Travel agency.

```

EMD-6578200002455      TYPE-S          SYS-1A  LOC-5QKQQQ
INT-D          FCI-0  0          POI-RIX          DOI-09JUL15          IOI-67390164
PAX- ZNOTINA/ILZE
RFIC-D FINANCIAL IMPACT
REMARKS-
CPN-1  RFISC-0L7  BT RIX          S-O          VALUE-50.00
DESCRIPTION-NAME CHANGE
PRESENT TO-
PRESENT AT-
SERVICE REMARKS-
FARE  F  EUR          50.00
EXCH VAL EUR          50.00          RFND VAL
TAX-
TOTAL          EUR          50.00
/FC
FP CASH
FOID-
NON-ENDORSABLE
>trf657-8200002455/emd
REFUND RECORD          AGT-67390164 LS/09JUL15 F TKT-Y
NM  NAME          ZNOTINA/ILZE
I  ISSUED          09JUL15
D1  DOCUMENT          657 8200002455 0 CPNS 1000

F  FARE PAID          EUR          50.00
U  FARE USED          0.00
   FARE REFUND          50.00
XT  TAX REFUND          0.00 >TRFT
   REFUND TOTAL          50.00

FP1 CASH          50.00

S  ITINERARY          DOMESTIC
>trfp
OK EMD RECORD UPDATED SAC- 657TSMOZ52C9J
OK - REFUND PROCESSED
    
```

EMD EXCHANGE (REISSUE)

Changes of ancillary service/EMD are based on fare conditions of associated e-ticket. Also the ancillary service has to be available on new flight/date.

If an e-ticket and its fare condition allows rebooking, then EMD can be changed. EMD can be re-associated to new e-ticket.

If an e-ticket does not allow any changes, EMD cannot be changed.

No service fee for EMD re-association applies

AIL – AMADEUS ISSUANCE LIMIT

AIL is automated tool, which calculates and applies an issuance time limit to ancillary services.

AIL warns you in real time of the deadline for issuing a document and cancels the chargeable service when the time limit is reached.

When you book an ancillary service, a warning message is displayed when you perform an end of transaction on a PNR (ER or ET entry) to advise that you must issue a document within a time limit which is predefined by the airline.

You must perform a second end of transaction entry in order to store the changes. Two elements are automatically added to the face of the PNR:

- an OPC element (for the cancellation) which contains the service cancellation date and time
- an OPW element (for the warning) which contains a reminder 24 hours in advance of the OPC date and time.

```
>SR CKBG-1PC
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU   9JUL15/1032Z   5QKT6T
 1.ZNOTINA/ILZE
 2  BT 683 Q 30JUL 4 RIXBCN HK1          1440 1725   *1A/E*
 3 AP +37123654789
 4 TK OK09JUL/RIXBT08AT
 5 /SSR CKBG BT HK1 1PC/S2
 6 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/S2
 7 FP CASH
 8 FV PAX BT/S2
>ER
WARNING: BT REQUIRES DOCUMENT BEFORE 11JUL:1433/E5
>ER
--- TST RLR ---
RP/RIXBT08AT/RIXBT08AT          LS/SU   9JUL15/1033Z   5QKT6T
 1.ZNOTINA/ILZE
 2  BT 683 Q 30JUL 4 RIXBCN HK1          1440 1725   *1A/E*
 3 AP +37123654789
 4 TK OK09JUL/RIXBT08AT
 5 /SSR CKBG BT HK1 1PC/S2
 6 OPW-09JUL:1433/1C14/BT REQUIRES DOCUMENT ON OR BEFORE
   11JUL:1433/E5
 7 OPC-11JUL:1433/1C16/BT CANCELLATION DUE TO NO DOCUMENT/E5
 8 FE PAX RESTRICTIONS APPLYPER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/S2
 9 FP CASH
10 FV PAX BT/S2
```

List of EMD entries

IU	SVC creation
SR	SSR creation
EGVD/CXX	Display available EMD airlines in XX country
EGCD/VYY	Display available countries for an airline
EGSD/VYY	Display list of EMD services offered by an Airline and details for each of them
TMC/VYY	Manual creation of TSM-P, V= validating carrier - YY = Airline Code
TMI	TSM-P update
TQM	TSM-P display
TMX	Delete TSM-P
TMF	Remove change flag
TMH	Display history
TTM	EMD issuance
EWD	EMD display
EWH	EMD history display
TRF	EMD refund
TRFU	EMD refund update
TRFP	Refund validation
TRFIG	Cancellation of refund process
TRDC	Cancellation, voiding
EMR	EMD reprint

List of AAAS entries

FXG	Confirmed service automatic pricing
FXH	Informative service automatic pricing
FXK	Ancillary Services catalog display
SM, ST13C	Seatmap display, Seats booking (seat ref)