

## INSTRUCTION - EMD-S FOR FURTHER TRANSPORTATION - UPDATE 22 JUNE 2021

- For OK-064 e-ticket exchange to EMD-S in Czech Airlines office use service GRDP/RFISc 98C, in BSP agencies service DEPO/RFISc 997 (available for agencies using GDS Amadeus and Galileo). Validity of the EMD-S is 1 year from the date of its issuance.
- EMD-A with ancillary services may be kept un-exchanged (status "O") for future use 2 years from the date of issuance at the latest or reissued to EMD-S (available in GDS Amadeus only).
- Each e-ticket has to be reissued to unique EMD-S. It is not allowed to reissue more than one e-ticket to one EMD-S (with respect to e-ticket status update to "Exchanged" and all subsequent accounting processes).
- It is required to reissue the e-tickets to new EMD-S in the original PNR, if available.
- EMD-S has to be issued on the same passenger name as the original e-ticket
- The value of the new EMD-S will be the total amount of the original e-ticket including service fee in case of fully unused e-ticket. In case of partly used e-ticket the unused fare and taxes only.
- Please insert "COVID 19" into the Endorsement Box.
- If BSP agencies in GDS Worldspan, Sabre, Galileo (see further), etc., are not able to reissue the original e-ticket to new EMD-S for technical reasons, they are allowed to keep the original e-ticket un-exchanged in involuntary cases (flight cancelled by the carrier).  
The exchange to new flights/dates in the future will be allowed free of charge.

### Attention for Galileo agencies

- 1G GDS limitation - Exchange of e-tickets issued in GDS Galileo to EMD-S DEPO/RFISc 997 is only possible in case of fully unused e-tickets.
- 1G GDS limitation – void of EMD issued in exchange for an e-ticket is not supported by Galileo
- Galileo agencies may use the following entries to keep the PNR live:  
**RT.T/DATE\*KEEP BOOKING LIVE**  
or  
**RT.T/31DEC\*KEEP BOOKING LIVE CORONA VIRUS (free text)**  
(latest possible date to be inserted is today + 331 days)

All unused e-ticket coupons have to be reissued to EMD-S or new e-ticket.

If an e-ticket was not reissued within its validity and cannot be displayed in GDS anymore, you shall contact:

- Czech Republic/Slovakia: [helpdesk.ocr@csa.cz](mailto:helpdesk.ocr@csa.cz)
- All other markets: [kcinfo@csa.cz](mailto:kcinfo@csa.cz)

The reissue will be done by Czech Airlines office.

Examples of e-ticket reissue in GDS Amadeus can be found below:

Amadeus commands overview

```
>IU OK NN2 GRDP PRG/P1,2 or IU OK NN2 GRDP PRG/P1,2
>TMC/L5-6
>TMI/M2-3/F3790/CV-3790
>TMI/EXCH/M2-3
>TMI/M2-3/FP-O/CA
>TMI/M2/FO-064-2414179106E1PRG19MAR20/0075666
>TMI/M3/FO-064-2414179107E1PRG19MAR20/0075666
>TMI/FE-COVID 19
>TTM/M2-3/RT
```

Reissue process in detail.

Original PNR and e-tickets

```
--- TST TSM RLR ---
RP/PRGOK0982/PRGOK0982          IS/SU  19MAR20/1719Z  NDNAJO
 1.TEST/A  2.TEST/B
 3  OK 616 N 01JUN 1 PRGAMS HK2          2  0700 0840  *1A/E*
 4  OK 617 W 10JUN 3 AMSPRG HK2          0925 1055  *1A/E*
 5 AP PRG TBA - CZECH AIRLINES CSA - A
 6 TK OK19MAR/PRGOK0982//ETOK
 7 /SSR PDBG OK HK1/S3/P1
 8 /SSR PDBG OK HK1/S4/P1
 9 FA PAX 064-2414179106/ETOK/CZK3520/19MAR20/PRGOK0982/0077566
   6/S3-4/P1
10 FA PAX 064-2414179107/ETOK/CZK3520/19MAR20/PRGOK0982/0077566
   6/S3-4/P2
11 FA PAX 064-8200561164/DTOK/CZK1300/19MAR20/PRGOK0982/0077566
   6/P1/E7-8
12 FB PAX 0000000000 TTP/TTM/RT OK ETICKET/EMD/S3-4/P1-2
13 FB PAX 0000000001 TTP/TTM/RT OK ETICKET/EMD/P1/E7-8
14 FE PAX FARE RESTRICTIONS APPLY/S3-4/P1-2
15 FP CA
16 FV PAX OK/S3-4/P1-2

>TWD/TKT064-2414179106/XT
DOCUMENT: 0642414179106      TYPE: E-TKT  CREATED BY: OK AIRLINE AGENT (7906)
PAX      : TEST/A (ADT)
OD-PRGPRG  SI-    FCPI-0  POI-PRG  DOI-19Mar20  IOI-00775666
 1  O PRGAMS OK 616  N 01Jun20 0700 OK N0BAGG          E 01Jun20 01Jun20 0PC
   SAC- 064AQQC6MAO82
 2  O AMSPRG OK 617  W 10Jun20 0925 OK W0BAGG          E 10Jun20 10Jun20 0PC
   SAC- 064AQQC6MAO82
FARE      F CZK          905
TAX       CZK          1281YQ TAX CZK          574CZ TAX CZK          344CJ
TAX       CZK          416RN
TOTAL FARE CZK          3520
PRG OK AMS25.65OK PRG14.03NUC39.68END ROE22.801670
FE FARE RESTRICTIONS APPLY
FP CASH/CZK3790

LOCATORS: 1A/NDNAJO OK/NDNAJO
AGENTS   : ID-374915      TKT-A1208ISSU BKG-1208IS/SU CTRY-CZ  LNG-EN
```

CZECH AIRLINE - OK OFFICE  
REMARKS : INTERNATIONAL ITINERARY

>TWD/TKT064-2414179107/XT

DOCUMENT: 0642414179107 TYPE: E-TKT CREATED BY: OK AIRLINE AGENT (7906)

PAX : TEST/B(ADT)

OD-PRGPRG SI- FCPI-0 POI-PRG DOI-19Mar20 IOI-00775666

1 O PRGAMS OK 616 N 01Jun20 0700 OK NOBAGG E 01Jun20 01Jun20 0PC

SAC- 064AQQ7L8JYUB

2 O AMSPRG OK 617 W 10Jun20 0925 OK W0BAGG E 10Jun20 10Jun20 0PC

SAC- 064AQQ7L8JYUB

FARE F CZK 905

TAX CZK 1281YQ TAX CZK 574CZ TAX CZK 344CJ

TAX CZK 416RN

TOTAL FARE CZK 3520

PRG OK AMS25.65OK PRG14.03NUC39.68END ROE22.801670

FE FARE RESTRICTIONS APPLY

FP CASH/CZK3790

LOCATORS: 1A/NDNAJO OK/NDNAJO

AGENTS : ID-374915 TKT-A1208ISSU BKG-1208IS/SU CTRY-CZ LNG-EN

CZECH AIRLINE - OK OFFICE

REMARKS : INTERNATIONAL ITINERARY

Book the GRDP service (DEPO in 1A agencies)

>IU OK NN2 GRDP PRG/P1,2

--- TST TSM RLR ---

RP/PRGOK0982/PRGOK0982 IS/SU 19MAR20/1719Z NDNAJO

1.TEST/A 2.TEST/B

3 OK 616 N 01JUN 1 PRGAMS HK2 2 0700 0840 \*1A/E\*

4 OK 617 W 10JUN 3 AMSPRG HK2 0925 1055 \*1A/E\*

5 SVC OK HK2 GRDP PRG/P1

6 SVC OK HK2 GRDP PRG/P2

7 AP PRG TBA - CZECH AIRLINES CSA - A

8 TK OK19MAR/PRGOK0982//ETOK

9 /SSR PDBG OK HK1/S3/P1

10 /SSR PDBG OK HK1/S4/P1

11 FA PAX 064-2414179106/ETOK/CZK3520/19MAR20/PRGOK0982/0077566  
6/S3-4/P1

12 FA PAX 064-2414179107/ETOK/CZK3520/19MAR20/PRGOK0982/0077566  
6/S3-4/P2

13 FA PAX 064-8200561164/DTOK/CZK1300/19MAR20/PRGOK0982/0077566  
6/P1/E9-10

14 FB PAX 0000000000 TTP/TTM/RT OK ETICKET/EMD/S3-4/P1-2

15 FB PAX 0000000001 TTP/TTM/RT OK ETICKET/EMD/P1/E9-10

16 FE PAX FARE RESTRICTIONS APPLY/S3-4/P1-2

17 FP CA

18 FV PAX OK/S3-4/P1-2

Create the TSM-P masks

```
>TMC/L5-6
M  P  R  NAME                TOTAL          FOP          ELEMENTS  T
2  .1  D/J TEST/A                CZK             3790         5         P
3  .2  D/J TEST/B                CZK             3790         6         P
>
```

Insert total as Fare and Coupon Value

```
>TMI/M2-3/F3790/CV-3790
M  P  R  NAME                TOTAL          FOP          ELEMENTS  T
2  .1  D/J TEST/A                CZK             3790         5         P
3  .2  D/J TEST/B                CZK             3790         6         P

DELETED TSM RECORDS MAY EXIST - PLEASE USE TMH
```

Set the TSM-P mask to reissue mode

```
>TMI/EXCH/M2-3
M  P  R  NAME                TOTAL          FOP          ELEMENTS  T
2  .1  D/J TEST/A                CZK             0            5         P
3  .2  D/J TEST/B                CZK             0            6         P

DELETED TSM RECORDS MAY EXIST - PLEASE USE TMH
>
```

Insert the original form of payment

```
>TMI/M2-3/FP-O/CA
M  P  R  NAME                TOTAL          FOP          ELEMENTS  T
2  .1  D/J TEST/A                CZK             0 O/CA       5         P
3  .2  D/J TEST/B                CZK             0 O/CA       6         P

DELETED TSM RECORDS MAY EXIST - PLEASE USE TMH
```

Insert the FO (issued in exchange for ) element

```
>TMI/M2/FO-064-2414179106E1PRG19MAR20/0075666
TSM  2  TYPE P      PRGOK0982 IS/19MAR 11      EMD-S CARR OK
  1.TEST/A
RFIC-D/J  FINANCIAL IMPACT
  1. RFISC-98C UNSPECIFIED TRANSPORTATION
L  5
      OPERATING CC-OK                CPN VALUE-3790                ORIGIN-PRG

ADD INF/RKS:
```

```

FARE      R  CZK          3790
EXCH VAL  CZK          3790

TOTAL      CZK           0
FO 064-2414179106PRG19MAR20/0075666/064-24141791063E1
FP O/CA
>TMI/M3/FO-064-2414179107E1PRG19MAR20/0075666
TSM      3  TYPE P      PRGOK0982 IS/19MAR 11      EMD-S CARR OK
  2.TEST/B
RFIC-D/J  FINANCIAL IMPACT
  1. RFISC-98C UNSPECIFIED TRANSPORTATION
L      6
      OPERATING CC-OK              CPN VALUE-3790      ORIGIN-PRG

ADD INF/RKS:

FARE      R  CZK          3790
EXCH VAL  CZK          3790

TOTAL      CZK           0
FO 064-2414179107PRG19MAR20/0075666/064-24141791074E1
FP O/CA

```

Add a note COVID 19 into the Endorsement box

```

>TMI/M2-3/FE-COVID 19
>TQM/M3
TSM      3  TYPE P      PRGOK0982 IS/19MAR 11      EMD-S CARR OK
  2.TEST/B
RFIC-D/J  FINANCIAL IMPACT
  1. RFISC-98C UNSPECIFIED TRANSPORTATION
L      6
      OPERATING CC-OK              CPN VALUE-3790      ORIGIN-PRG

ADD INF/RKS:

FARE      R  CZK          3790
EXCH VAL  CZK          3790

TOTAL      CZK           0
FE *M*COVID 19

FO 064-2414179107PRG19MAR20/0075666/064-24141791074E1
FP O/CA

```

Reissue the e-tickets to EMDs

```

>TTM/M2-3/RT
OK EMD

```

&gt;

Status of original e-ticket is automatically updated to „E“, new EMD-S is issued.

The ancillary

```

--- TST TSM RLR ---
RP/PRGOK0982/PRGOK0982          IS/SU  19MAR20/1724Z  NDNAJO
 1.TEST/A  2.TEST/B
 3  OK 616 N 01JUN 1 PRGAMS HK2          2  0700 0840  *1A/E*
 4  OK 617 W 10JUN 3 AMSPRG HK2          0925 1055  *1A/E*
 5  SVC OK HK2 GRDP PRG/P1
 6  SVC OK HK2 GRDP PRG/P2
 7  AP PRG TBA - CZECH AIRLINES CSA - A
 8  TK OK19MAR/PRGOK0982//ETOK
 9  /SSR PDBG OK HK1/S3/P1
10  /SSR PDBG OK HK1/S4/P1
11  FA PAX 064-2414179106/ETOK/CZK3520/19MAR20/PRGOK0982/0077566
    6/S3-4/P1
12  FA PAX 064-2414179107/ETOK/CZK3520/19MAR20/PRGOK0982/0077566
    6/S3-4/P2
13  FA PAX 064-8200561164/D TOK/CZK1300/19MAR20/PRGOK0982/0077566
    6/P1/E9-10
14  FA PAX 064-8200561165/D TOK/CZK0/19MAR20/PRGOK0982/00775666
    /S5/P1
15  FA PAX 064-8200561166/D TOK/CZK0/19MAR20/PRGOK0982/00775666
    /S6/P2
16  FB PAX 0000000000 TTP/TM/RT OK ETICKET/EMD/S3-4/P1-2
17  FB PAX 0000000001 TTP/TM/RT OK ETICKET/EMD/P1/E9-10

```

```

>TWD/L11
TKT-0642414179106          RCI-          1A  LOC-NDNAJO
OD-PRGPRG  SI-          FCPI-0  POI-PRG  DOI-19MAR20  IOI-00775666
 1.TEST/A          ADT          S  I
 1  OPRG OK 616  N 01JUN0700 OK N0BAGG          E  01JUN01JUN NO
 2  OAMS OK 617  W 10JUN0925 OK W0BAGG          E  10JUN10JUN NO
    PRG
FARE  F  CZK          905
TOTALTAX CZK          2615
TOTAL  CZK          3520
/FC PRG OK AMS25.65OK PRG14.03NUC39.68END ROE22.801670
FE FARE RESTRICTIONS APPLY
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
SAC- 064AQQC6MAO82
IN CONNECTION WITH:
1. 064-8200561164E1 (D)
2. 064-8200561164E2 (D)
>TWD/L12
TKT-0642414179107          RCI-          1A  LOC-NDNAJO

```

```

OD-PRGPRG SI-          FCPI-0   POI-PRG  DOI-19MAR20  IOI-00775666
1.TEST/B                    ADT              S I
1 OPRG OK 616   N 01JUN0700 OK N0BAGG      E   01JUN01JUN NO
2 OAMS OK 617   W 10JUN0925 OK W0BAGG      E   10JUN10JUN NO
PRG
FARE   F  CZK           905
TOTALTAX CZK           2615
TOTAL   CZK           3520
/FC PRG OK AMS25.65OK PRG14.03NUC39.68END ROE22.801670
FE FARE RESTRICTIONS APPLY
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
SAC- 064AQQ7L8JYUB
    
```

```

>EWD/L14
EMD-0648200561165      TYPE-S          SYS-1A  LOC-NDNAJO
INT-          FCI-1  1          POI-PRG      DOI-19MAR20      IOI-00775666
PAX- TEST/A                                ADT
RFIC-D FINANCIAL IMPACT
REMARKS-
CPN-1 RFISC-98C OK PRG      S-O          VALUE-3790
DESCRIPTION-UNSPECIFIED TRANSPORTATION
PRESENT TO-
PRESENT AT-
SERVICE REMARKS-
FARE   R   CZK           3790
EXCH VAL CZK           3790      RFND VAL
TAX-
TOTAL   CZK           NO ADC
/FC
FE COVID 19
FO 064-2414179106PRG19MAR20/00756663/064-2414179106
FP O/CA
FOID-
>EWD/L15
EMD-0648200561166      TYPE-S          SYS-1A  LOC-NDNAJO
INT-          FCI-1  1          POI-PRG      DOI-19MAR20      IOI-00775666
PAX- TEST/B                                ADT
RFIC-D FINANCIAL IMPACT
REMARKS-
CPN-1 RFISC-98C OK PRG      S-O          VALUE-3790
DESCRIPTION-UNSPECIFIED TRANSPORTATION
PRESENT TO-
PRESENT AT-
SERVICE REMARKS-
FARE   R   CZK           3790
EXCH VAL CZK           3790      RFND VAL
TAX-
TOTAL   CZK           NO ADC
/FC
FE COVID 19
FO 064-2414179107PRG19MAR20/00756663/064-2414179107
FP O/CA
FOID
    
```