



# U6 – Ural Airlines Service Policies

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26 DEC 2017

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## 1. U6 SPECIFIC

List of U6 Services available to collect through EMD document including overview of mandatory reservation and ticketing elements for EMD issuance

EMD TYPE AND SERVICE NAME	EXPLANATION	SR/IU ENTRY	FARE	TAX	FE-ENDORSERMENT	IC-ISSUED IN CONNECTION WITH	CV-COUPON VALUE	ER – RATE PER UNIT	FC – FARE CALCULATION	PD (KG) – EXCESS BAGGAGE PIECECONCEPT(WEIGHT)	CONSUMED AT ISSUANCE
EMD-A											
PETC	Pet in cabin	SR PETC – DOG 1PC 7KG 45X35X25	A			A					N
UMNR	Unaccompanied minor	SR UMNR – UM07	A			A					N
SNML	Sandwich	SR SNML	A			A					N
HTML	Hot meal	SR HTML	A			A					N
SFML	Seafood meal	SR SFML	A			A					N
CHML	Child meal	SR CHML	A			A					N
VGML	Vegetarian meal	SR VGML	A			A					N
RQST	Seat Assignment	SM2	A			A					N
ABAG	Excess baggage(prepaid) the 1 <sup>st</sup> piece	SRABAG									
BBAG	Excess baggage(prepaid) the 2nd piece	SRBBAG	A			A					N
CBAG	Excess baggage(prepaid) the 3 <sup>rd</sup> and next piece	SRCBAG	A			A					N
HBAG	Overweight	SRHBAG	A			A					N
EMD-S											
PENF	Penalty fee	IU U6 HK1 PENF	X	ANY		X	X				Y
DEPO	Deposit	IU U6 HK1 DEPO	X	ANY			X				N

## **2. Automated Pricing Services\***

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

### **2.1 PET IN CABIN (PETC – C/OBT)**

#### **Service description and purpose**

In case when passenger wants to travel with his pet these services need to be used.

Live animals and birds are accepted for carriage on the Air Company's flight only in the presence of confirmed consents of Air Company, advance booking and permission of the country of destination/transit (in case of international flight).

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Ural Airlines

Under “pet animal” definition U6 has established following animals:

1. Cats
2. Dogs
3. Parrots
4. Canary.

Hens, geese, ducks, turkey, mice, rats, guinea pigs, hamsters, ferrets are not included into the category of PET ANIMALS and cannot be transported in cabin.

Air Company has a right to refuse to carry passenger with a pet if there is not advance booking or confirmation from Air Company that is necessary to provide flight safety and prevent injury or damages to passengers’ health or to their property.

Before flight it is necessary:

- a) To check if passenger has pet travel certificate registered by veterinary service and customs service;
- b) To check if container (coop, box or bag) for pet complies with Air Company requests;
- c) To weigh a pet with a container.

If the animal weight does not exceed 8 kg, and the passenger ticket has remark on animal carriage inserted in proper way, and if there is SSR in PNL stating the type and weight of the animal, then the animal can be accepted for carriage in a cabin.

If it is impossible to transport pets and birds in the passenger cabin, it is possible to transport in baggage compartments of the aircraft in containers.

If animal is carried in a cabin or in baggage compartment, its weight is not included in a free baggage allowance and is paid as excess baggage (taking into account the container weight) in accordance with Fare Rules; for this carriage is issued excess baggage ticket.

The passengers are fully responsible for their live animals and birds, only under this condition animals are accepted for carriage.

Passenger obeys to have the certificate, which was given by the state institution and other documents, required by veterinary authorities of any country where the carriage is performed (to the territory, from the territory or through the territory) (see *Scheme 9-1*).

#### Documents necessary for live animals’ transportation

<u>On domestic flights:</u>	veterinary certificate (form №1) issued by local veterinary institution
<u>On international flights:</u>	<ol style="list-style-type: none"> <li>1) international veterinary certificate registered in veterinary service of boundary control point;</li> <li>2) certificate of animal breeding worth;</li> <li>3) documents required by veterinary authorities of the arrival or transit country.</li> </ol>

The passenger should have the container for his/her animal(bird) which should:

- a) Be so big that animal can stand, lay and turn round;
- b) Have durable frame and butt-joints that animal cannot escape;
- c) Have an airing on the three sides. The main part of airing should be on the upper part of container;
- d) Have vents of such sizes that animal can push through them pads or nose (but without sharp edges or ledges);
- e) Be clean with waterproof bottom covered with absorbent material;
- f) Have a ledge on perimeter of container bottom. Using a straw as absorbent material IS FORBIDDEN;
- g) Have grab handles.

Transportation of live animals in wire containers IS FORBIDDEN;

Container shall be made of the follows: solid plastic, glass fiber, metal, welded net or wood.

Exceptionally it is allowed to carry animals in tightly closable baskets or boxes with vents. Coop should be covered with thick light-proof cloth.



2 hours before departure passenger should feed and give to drink to animal. It is necessary to examine animal/bird before the flight.

Air Company is not responsible for physical injuries, loss, delay of delivery, falling sick or death of animals/birds; Air Company is not responsible for refusal in carriage through any country or territory.

It is allowed to transport in a cabin only pets (tame animals) accompanied adult passenger in containers (coops) not exceed dimensions of **45\*35\*25 cm** for carriage on passenger's knees. Total weight of container/coop with animal should not exceed **8 kg**.

Wicker containers can be used for carriage of cats and dogs which weight does not exceed 3 kg.

Guide dogs are transported free of charge and without a container on conditions that:

- 1) There is a guide dog certificate, collar and muzzle;
- 2) Guide dog is allocated under owner's seat
- 3) Feeding of a guide dog during the flight and check-in IS FORBIDDEN.

**Animal transportation is allowed only in Economy class cabin. Animal transportation in business class cabin is not allowed.**

### Detailed EMD flow

Initial PNR

```
--- RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU    8APR15/1004Z    36X2K4
1.ANDREEV/ANDREI
2 U6 264 E 15JUN 1 SVXDME HK1 0650 0720 15JUN E U6/36X2K4
3 AP SVX TBA - U6 HELPDESK OFFICE - A
4 TK OK08APR/SVXU60980
5 SSR DOCS U6 HK1 P/RUS/6655212211/RUS/10MAY78/M/10MAR25/ANDRE
  EV/ANDREI
6 FP CASH
```

### Booking

- All listed services are associated to itineraries hence SR entry is to be used when booking these services

- When creating SR elements make sure to specify kind of animal travelling with passenger and to follow dimensions of the cage that will be advised by the system. Check will be made at the airport and in case that dimensions are incorrect passenger will be charged additionally or will be denied for transportation.

- When it comes to animal transportation there is a quota in inventory and request will be automatically confirmed or denied if the quota is reached.

**SR PETC - DOG 1PC 5KG 45X35X25**

Or apply SR via catalogue **FXK**

```
--- RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU    8APR15/1004Z    36X2K4
1.ANDREEV/ANDREI
2 U6 264 E 15JUN 1 SVXDME HK1 0650 0720 15JUN E U6/36X2K4
3 AP SVX TBA - U6 HELPDESK OFFICE - A
4 TK OK08APR/SVXU60980
5 SSR DOCS U6 HK1 P/RUS/6655212211/RUS/10MAY78/M/10MAR25/ANDRE
  EV/ANDREI
6/SSRPETC U6 NN1 DOG 1PC 5KG 45X35X25/S2
7 FP CASH
>
```



## Pricing

### FXG

FXG						
PASSENGER	PTC -----					
OC	SRV	NP	PR	FLGT	DATE (RUB)	FARE TAX TOTAL
01	ANDREEV/ANDREI	ADT				
OBT	PETC	1	U6264	15JUN	EUR35	EUR35

## Issuance

Issuance can either be combined with the ETKT via the TTP/TTM transaction or performed as single transaction TTM, after the ETKT issuance

```

--- TST TSM RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU  8APR15/1059Z  36X2K4
1.ANDREEV/ANDREI
2 U6 264 E 15JUN 1 SVXDME HK1 0650 0720 15JUN E U6/36X2K4
3 AP SVX TBA - U6 HELPDESK OFFICE - A
4 TK OK08APR/SVXU60980//ETU6
5 SSR DOCS U6 HK1 P/RUS/6655212211/RUS/10MAY78/M/10MAR25/ANDRE
  EV/ANDREI
6 /SSR PETC U6 HK1 DOG 5KG 45X35X25/S2
7 FA PAX 262-2425397419/ETU6/RUB6700/08APR15/SVXU60980/2620699
  4/S2
8 FA PAX 262-4550002026/DTU6/RUB2500/08APR15/SVXU60980/2620699
  4/E6
9 FB PAX 0800457338 TTP/TTM/RT OK ETICKET/EMD/S2
10 FB PAX 0800457338 TTP/TTM/RT OK ETICKET/EMD/E6
11 FE PAX NONEND/S2
12 FP CASH
13 FV PAX U6/S2

```

EMD dedicated FA lines have been generated.

## EMD display (EWD)

```

>ewd/18
EMD-2624550002026      TYPE-A          SYS-1A  LOC-36X2K4
INT-I          FCI-0  0          POI-SVX          DOI-08APR15          IOI-26206994
PAX- ANDREEV/ANDREI          ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0BT  U6  SVXDME  S-0
DESCRIPTION-PET IN CABIN
PRESENT TO-
PRESENT AT-
ICW-2622425397419C1          (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-RUB          0
SERVICE REMARKS-
FARE  F  EUR          35
EXCH VAL EUR          35          RFND VAL
TAX-
TOTAL          EUR          35
/FC SVX U6 MOW2500RUB2500END
FP CASH
FOID-
>

```

## 2.2 UNACCOMPANIED MINOR (UMNR – E/OBH)

### Service description and purpose

Unaccompanied minors are children at the age:

- a) At the age between of 5 and 12 years old on domestic flights and CIS flights;
- b) At the age between of 6 and 12 years old on international flights are travel without accompaniment of adults.

By parents/guardians (trustees) wish carriage of UM can be provided for children under the age of 18.

Age of UM is defined on the date of carriage start.

Child can be accepted for carriage as UM if there are:

- 1) Confirmed booking;
  - 2) «*Handling advice for UM*» issued by parent, guardian, or trustee (see below). <http://www.uralairlines.ru/content/files/rules/zayavlenie-kids.pdf>
- «*Handling advice for UM*» can be issued in a process of booking and carriage by authorized agent quadruple:

- 1 copy for parents/tutor at the departure airport/;
- 2 copy for airline representative at the departure airport;
- 3 copy for responsible flight assistant;
- 4 copy for airline representative at the airport of arrival.

In case of absence of «*Handling advice for UM*» agent informs parent, guardian, or trustee about UM regulations, about addresses and office telephone of Handler to receive the handling advice.

**Carriage of UM is performed only at the airports where there are Air Company's Representatives or authorized agents.**

**Carriage of UM is performed only on direct flights or to the first point of transit. Carriage is performed in Economy class; special fare settled by Handler is paid in a process of ticket issuance.**

The weight of carry-on baggage should be easy carried by UM.

### UM carriage on domestic flights

UM are accepted for carriage in the presence of:

- a) A ticket;
- b) ID document: birth certificate - for children under the age of 14 years old / a passport – for children from the age of 14 years old;
- c) «*Handling advise for UM*»;
- d) Medical certificate (if it is necessary).

### UM carriage on CIS flights

UM are accepted for carriage in the presence of:

- a) A ticket;
- b) ID document:

**Note.** For citizens of the Russian Federation:

- ✓ Birth certificate or foreign passport in case of flights to Kazakhstan, Ukraine, Kyrgyzstan, Belarus, and Tajikistan.
- ✓ Foreign passport and/or Visa if it is necessary due to regulations of country of entry.



For citizens of Kazakhstan, Ukraine, Kyrgyzstan, Belarus, and Tajikistan:

- ✓ Birth certificate or foreign passport in case of flights to the Russian Federation;
- ✓ Foreign passport and/or Visa if it is necessary due to regulations of country of entry.

c) Notarized **Consent** of parent/guardian/trustee/adoptive parent to the minor's departure abroad, where mentioned date of departure and country of entry.

**Note.** If parent/guardian/trustee/adoptive parent declare his disagreement with the minor departure abroad, this question will be decided judicially.

a) «Handling advice for UM».

### UM carriage on international flights

UM are accepted for carriage in the presence of:

- b) A ticket;
- c) Foreign passport and/or Visa if it is necessary due to regulations of country of entry.
- d) Notarized **Consent** of parent/guardian/trustee/adoptive parent to the minor's departure abroad, where mentioned date of departure and country of entry/residence.

**Note.** If parent/guardian/trustee/adoptive parent declare his disagreement with the minor departure abroad, this question will be decided judicially.

e) «Handling advice for UM».

### UM accommodation aboard

UM accommodation aboard is performed in accordance with the following requirements:

- It is not allowed to allocate UM by the emergency exits;
- There is possibility to supervise and look after for him by flight-attendant during the whole flight.

### Detailed EMD flow

Initial PNR

```

--- RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU  19JUN15/0659Z   7PSHRN
1.ANDREEV/ANDREY(U09)
2 U6 262 Y 16AUG 7 SVXDME HK1  0815 0845  16AUG  E  U6/7PSHRN
3 AP SVX TBA - U6 HELPDESK OFFICE - A
4 TK OK19JUN/SVXU60980
5 SSR DOCS U6 HK1 P/RUS/655555555/RUS/15SEP05/M/15MAY20/ANDRE
  EV/ANDREY
6 FP CASH
>
  
```

### Booking

- All listed services are associated to itineraries hence SR entry is to be used when booking these services
- When creating SR elements make sure to specify age of UM.
- When it comes to UM transportation there is a quota in inventory and request will be manually confirmed or denied if the quota is reached.



### SR UMR - UM09

or apply SR via catalogue **FXK**

or apply SR during booking segment(s) **SS1Y1/UM09**

```

--- TST RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU 19JUN15/0700Z   7PSHRN
1.ANDREEV/ANDREY(U09)
2 U6 262 Y 16AUG 7 SVXDME HK1 0815 0845 16AUG E U6/7PSHRN
3 AP SVX TBA - U6 HELPDESK OFFICE - A
4 TK OK19JUN/SVXU60980
5 SSR DOCS U6 HK1 P/RUS/655555555/RUS/15SEP05/M/15MAY20/ANDRE
  EV/ANDREY
6 /SSR UMR U6 HN1 UM09/S2
7 FE PAX NONENDORSABLE/S2
8 FP CASH
9 FV PAX U6/S2

```

### Pricing

#### FXG

FXG						
PASSENGER	PTC -----					
OC	SRV	NP	PR	FLGT	DATE (RUB)	FARE TAX TOTAL
01	ANDREEV/ANDREY		U09			
0BH	UMNR	1	U6262	16AUG	RUB2000	RUB2000

### Issuance

Issuance can either be combined with the ETKT via the TTP/TTM transaction or performed as single transaction TTM, after the ETKT issuance

```

--- TST TSM RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU 19JUN15/0836Z   7PSHRN
1.ANDREEV/ANDREY(U09)
2 U6 262 Y 16AUG 7 SVXDME HK1 0815 0845 16AUG E U6/7PSHRN
3 AP SVX TBA - U6 HELPDESK OFFICE - A
4 TK OK19JUN/SVXU60980//ETU6
5 SSR DOCS U6 HK1 P/RUS/655555555/RUS/15SEP05/M/15MAY20/ANDRE
  EV/ANDREY
6 /SSR UMR U6 HK1 UM09/S2
7 FA PAX 262-2425905240/ETU6/RUB21500/19JUN15/SVXU60980/262069
  94/S2
8 FA PAX 262-4550002038/DTU6/RUB2000/19JUN15/SVXU60980/2620699
  4/E6
9 FB PAX 1900573167 TTP/TTM/RT OK ETICKET/EMD/S2
10 FB PAX 1900573167 TTP/TTM/RT OK ETICKET/EMD/E6
11 FE PAX NONENDORSABLE/S2
12 FP CASH
13 FV PAX U6/S2

```

EMD dedicated FA lines have been generated.



## EMD display (EWD)

EMD-2624550002038	TYPE-A	SYS-1A	LOC-7PSHRN
INT-I	FCI-0 0	POI-SVX	DOI-19JUN15
PAX- ANDREEV/ANDREY			IOI-26206994
RFIC-E AIRPORT SERVICES			CHD
REMARKS-			
CPN-1	RFISC-0BH U6 SVXDME S-O		
DESCRIPTION-UNACCOMPANIED MINOR			
PRESENT TO-			
PRESENT AT-			
ICW-2622425905240C1		(A)	
SERVICE REMARKS-			
FARE F	RUB	2000	
EXCH VAL RUB	2000	RFND VAL	
TAX-			
TOTAL	RUB	2000	
/FC SVX U6 MOW2000RUB2000END			
FP CASH			
FOID-			
>			

## 2.3 SPECIAL MEAL (SNML – A/OAT, HTML – A/OAM, SFML – A/OLD, CHML – A/OLO, VGML – A/OAX)

### Service description and purpose

Passengers can be provided with special meal if this service is available at airport and if there is prior request (not later than 24 hours before departure). If there is no prior request (in booking system), PAX is not provided with special meal.

Available type of special meal

SNML	Sandwich	A/OAT
HTML	Hot meal	A/OAM
SFML	Seafood meal	A/OLD
CHML	Child meal	A/OLO
VGML	Vegetarian meal	A/OAX

### Detailed EMD flow

Initial PNR

---	RLR	SFP	---				
RP/SVXU60980	/SVXU60980			SP/SU	19JUN15/1112Z	7QF84V	
1.	IVANOV/IVAN						
2	U6	262	Y	15AUG	6	SVXDME	HK1 0815 0845 15AUG E U6/7QF84V
3	AP	SVX	TBA	-	U6	HELPDESK	OFFICE - A
4	TK	OK19JUN	/SVXU60980				
5	SSR	DOCS	U6	HK1	P/RUS/655555555	RUS/15DEC69	M/10MAY25/IVANOV
							/IVAN

### Booking

- All listed services are associated to itineraries hence SR entry is to be used when booking these services
- When it comes to transportation request will be automatically confirmed or denied if this service is available at airport and if there is prior request (not later than 24 hours before departure).



### SR VGML

or apply SR via catalogue **FXK**

```

--- TST RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU  19JUN15/1113Z   7QF84V
1.IVANOV/IVAN
2 U6 262 Y 15AUG 6 SVXDME HK1  0815 0845  15AUG  E  U6/7QF84V
3 AP SVX TBA - U6 HELPDESK OFFICE - A
4 TK OK19JUN/SVXU60980
5 SSR DOCS U6 HK1 P/RUS/655555555/RUS/15DEC69/M/10MAY25/IVANOV
  /IVAN
6 /SSR VGML U6 HK1/S2
7 OPW-19JUN:1300/1C14/U6 ISSUANCE TIME LIMIT WILL BE GIVEN
  LATER/E6
8 FE PAX NONENDORSABLE/S2
9 FV PAX U6/S2

```

### Pricing

#### FXG

```

FXG
PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (RUB)FARE    TAX          TOTAL
01 IVANOV/IVAN    ADT
0AX VGML  1 U6262  15AUG RUB300                RUB300
>

```

### Issuance

Issuance can either be combined with the ETKT via the TTP/TTM transaction or performed as single transaction TTM, after the ETKT issuance

```

--- TST TSM RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU  19JUN15/1115Z   7QF84V
1.IVANOV/IVAN
2 U6 262 Y 15AUG 6 SVXDME HK1  0815 0845  15AUG  E  U6/7QF84V
3 AP SVX TBA - U6 HELPDESK OFFICE - A
4 TK OK19JUN/SVXU60980//ETU6
5 SSR DOCS U6 HK1 P/RUS/655555555/RUS/15DEC69/M/10MAY25/IVANOV
  /IVAN
6 /SSR VGML U6 HK1/S2
7 FA PAX 262-2427002755/ETU6/RUB21500/19JUN15/SVXU60980/262069
  94/S2
8 FA PAX 262-4550002039/DTU6/RUB300/19JUN15/SVXU60980/26206994
  /E6
9 FB PAX 1900573766 TTP/TTM/RT OK ETICKET/EMD/S2
10 FB PAX 1900573766 TTP/TTM/RT OK ETICKET/EMD/E6
11 FE PAX NONENDORSABLE/S2
12 FP CASH
13 FV PAX U6/S2

```

EMD dedicated FA lines have been generated.



## EMD display (EWD)

EMD-2624550002039	TYPE-A	SYS-1A	LOC-7QF84V
INT-I	FCI-0 0	POI-SVX	DOI-19JUN15
PAX- IVANOV/IVAN			IOI-26206994
RFIC-A AIR TRANSPORTATION			ADT
REMARKS-			
CPN-1	RFISC-0AX U6 SVXDME S-O		
DESCRIPTION-VEGETARIAN MEAL			
PRESENT TO-			
PRESENT AT-			
ICW-2622427002755C1		(A)	
SERVICE REMARKS-			
FARE	F RUB		300
EXCH VAL	RUB	300	RFND VAL
TAX-			
TOTAL	RUB		300
/FC SVX U6 MOW300RUB300END			
FP CASH			
FOID-			
NON-ENDORSABLE			
>			

## 2.4 EXCESS BAGGAGE (XBAG – C/OAA, XBGS – C/OIJ)

### Service description and purpose

If the weight or dimensions of checked baggage exceed free baggage allowance the passenger has to check-in baggage and paid for it to authorized agent; agent makes a note SSR to PNR of the passenger;

**Items having dimensions exceeding 203 cm total and weight exceeding 50 kg, are accepted for carriage only as cargo.**

SR	EXPLANATION	ACTIONS	TARIFF POLICY
ABAG	Excess baggage(prepaid) the 1 <sup>st</sup> piece	Travel agent entries SR and issues	Extra piece of baggage up to 23 kg and 203cm. Note: for Promo fares ( PR) overweight up 10 and less than 23 kg
BBAG	Excess baggage(prepaid) the 2nd piece	EMD	Extra piece of baggage up to 23 kg and 203cm.
CBAG	Excess baggage(prepaid) the 3 <sup>rd</sup> and next piece	Travel agent entries SR and issues	Extra piece of baggage up to 23 kg and 203cm.
HBAG	Overweight Excess baggage(prepaid) the 1 <sup>st</sup> piece Excess baggage(prepaid) the 2nd piece	Travel agent entries SR and issues  EMD	Over 23kg and less than 32kg

Example:

Optional services catalogue -- Диалоговое окно веб-страницы

Passengers	Itinerary
1. ANDREEV/ANDREI RUB 0.00	<input checked="" type="checkbox"/> 2. U6264 SVXDME E
Total: RUB 0.00	

Currency: RUB

Expand all | Collapse all

Segments: 2

Service	Checked	Price	Action
CHECKED BAG FIRST (SSR ABAG)	<input checked="" type="checkbox"/>	RUB 2000.00	<input type="button" value="+ Add..."/>
CHECKED BAG SECOND (SSR BBAG)	<input checked="" type="checkbox"/>	RUB 2000.00	<input type="button" value="+ Add..."/>
CHECKED BAG THIRD (SSR CBAG)	<input checked="" type="checkbox"/>	RUB 2000.00	<input type="button" value="+ Add..."/>
EXCESS WEIGHT SPECIAL CHARGE (SSR HBAG)	<input checked="" type="checkbox"/>	RUB 2000.00	<input type="button" value="+ Add..."/>

## Detailed EMD flow

Initial PNR

```

--- RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU  26JUN15/0544Z  73AB5L
 1.PRUTKOV/KOZMA
 2 U6 262 Y 15AUG 6 SVXDME HK1 0815 0845 15AUG E U6/73AB5L
 3 AP SVX TBA - U6 HELPDESK OFFICE - A
 4 TK OK26JUN/SVXU60980
 5 FP CASH
  
```

## Booking

- All listed services are associated to itineraries hence SR entry is to be used when booking these services
- When it comes to transportation request will be manually confirmed or denied if this service is available.

## SR ABAG

or apply SR via catalogue **FXK**

```

--- RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU  26JUN15/0546Z  73AB5L
 1.PRUTKOV/KOZMA
 2 U6 262 Y 15AUG 6 SVXDME HK1 0815 0845 15AUG E U6/73AB5L
 3 AP SVX TBA - U6 HELPDESK OFFICE - A
 4 TK OK26JUN/SVXU60980
 5 /SSR ABAG HK1/S2
 6 OPW-26JUN:0700/1C14/U6 ISSUANCE TIME LIMIT WILL BE
   GIVEN LATER/E5
 7 FP CASH
 >
  
```



## Pricing

### FXG

FXG								
PASSENGER	PTC -----							
OC	SRV	NP	PR	FLGT	DATE	(RUB)FARE	TAX	TOTAL
01	PRUTKOV/KOZMA			ADT				
0AA	ABAG	1	U6262	15AUG	RUB2500			RUB2500

## Issuance

Issuance can either be combined with the ETKT via the TTP/TTM transaction or performed as single transaction TTM, after the ETKT issuance

```

--- TST TSM RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU  26JUN15/0550Z  73AB5L
1.PRUTKOV/KOZMA
2 U6 262 Y 15AUG 6 SVXDME HK1 0815 0845 15AUG E U6/73AB5L
3 AP SVX TBA - U6 HELPDESK OFFICE - A
4 TK OK26JUN/SVXU60980//ETU6
5 /SSR ABAG U6 HK1 /S2
6 SSR DOCS U6 HK1 P/RUS/888888/RUS/10MAY55/M/10MAY25/PRUTKOV/K

7 FA PAX 262-
  2427003201/ETU6/RUB21500/26JUN15/SVXU60980/262069 94/S2
8 FA PAX 262-
  4550002041/DTU6/RUB2500/26JUN15/SVXU60980/2620699 4/E5
9 FB PAX 2600585419 TTP/TTM/RT OK ETICKET/EMD/S2
10 FB PAX 2600585419 TTP/TTM/RT OK ETICKET/EMD/E5
11 FE PAX NONENDORSABLE/S2
12 FP CASH
13 FV PAX U6/S2
  
```

EMD dedicated FA lines have been generated.

## EMD display (EWD)

EMD-2624550002041	TYPE-A	SYS-1A	LOC-
73AB5L			
INT-I	FCI-0 0	POI-SVX	DOI-26JUN15
26206994			IOI-
PRESENT AT-			
ICW-2622427003201C1	(A)		
EXCESS BAGGAGE-	15 K RATE PER UNIT-RUB	0	
SERVICE REMARKS-			
FARE F RUB	2500		
EXCH VAL RUB	2500	RFND VAL	
TAX-			
TOTAL RUB	2500		



## 2.5 SEAT ASSIGNMENT (RQST – A/0B5)

### Service description and purpose

It is not possible to sell a chargeable seat or auto price it with this functionality if the passenger

- is traveling with an U6 codeshare flight operated by another carrier
- is holding an electronic ticket issued on another carrier stock than U6

Passengers seated in the Exit rows must meet the following criteria:

- are over 12 years old
- are able-bodied and not pregnant
- are not travelling with an infant

Select the seat the passenger requests from the seat map as before. The chargeable seats are marked in the seat map.

If there are multiple passengers in the PNR, all the seats can be in the same SSR element.

### Detailed EMD flow

Initial PNR

```

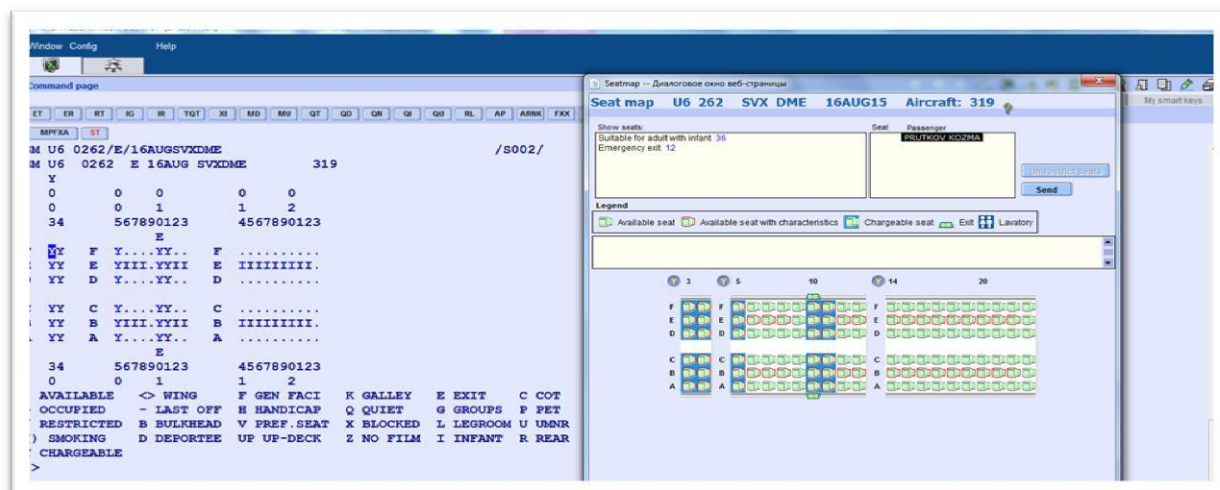
--- TST RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU  26JUN15/1042Z  73AB5L
1.PRUTKOV/KOZMA
2 U6 262 Y 16AUG 7 SVXDME HK1  0815 0845  16AUG  E  U6/73AB5L
3 AP SVX TBA - U6 HELPDESK OFFICE - A
4 TK OK26JUN/SVXU60980//ETU6
5 FP CASH
  
```

### Booking

Select the seat the passenger requests from the seat map. The chargeable seats are marked in the seat map.

- Blue color – graphical display
- Y – test display

### SM2





Choose the seat via double click on one of the seat or  
**ST/3A**

```

--- TST RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU  26JUN15/1042Z   73AB5L
1.PRUTKOV/KOZMA
2 U6 262 E 16AUG 7 SVXDME DK1  0815 0845  16AUG  E   0 319
   SEE RTSVC
3 AP SVX TBA - U6 HELPDESK OFFICE - A
4 TK OK26JUN/SVXU60980//ETU6
5 /SSR RQST U6 HK1 SVXDME/03AN,P1/S2   SEE RTSTR
6 FE PAX NONEND/S2
7 FP CASH
8 FV PAX U6/S2
  
```

### Pricing

#### FXG

```

FXG
PASSENGER          PTC -----
OC  SRV   NP PR FLGT DATE (RUB)FARE      TAX          TOTAL
01 PRUTKOV/KOZMA  ADT
0B5 RQST   1 U6262   16AUG RUB1000                RUB1000
  
```

### Issuance

Issuance can either be combined with the ETKT via the TTP/TTM transaction or performed as single transaction TTM, after the ETKT issuance

```

--- TST TSM RLR SFP ---
RP/SVXU60980/SVXU60980          SP/SU  26JUN15/1124Z   73AB5L
1.PRUTKOV/KOZMA
2 U6 262 E 16AUG 7 SVXDME HK1  0815 0845  16AUG  E  U6/73AB5L
3 AP SVX TBA - U6 HELPDESK OFFICE - A
4 TK OK26JUN/SVXU60980//ETU6
5 /SSR RQST U6 HK1 SVXDME/03AN,P1/S2   SEE RTSTR
6 SSR DOCS U6 HK1 P/RUS/877777/RUS/10MAY55/M/10MAY25/PRUTKOV/K

7 FA PAX 262-
  2427003202/ETU6/RUB6700/26JUN15/SVXU60980/2620699 4/S2
8 FA PAX 262-
  4550002042/DTU6/RUB1000/26JUN15/SVXU60980/2620699 4/E5
9 FB PAX 2600586278 TTP/TTM/RT OK ETICKET/EMD/S2
10 FB PAX 2600586278 TTP/TTM/RT OK ETICKET/EMD/E5
11 FE PAX NONEND/S2
12 FP CASH
13 FV PAX U6/S2
  
```

EMD dedicated FA lines have been generated.

### EMD display (EWD)

EMD-2624550002042	TYPE-A	SYS-1A	LOC-
73AB5L			
INT-I	FCI-0 0	POI-SVX	DOI-26JUN15
26206994			IOI-
PAX- PRUTKOV/KOZMA			
ADT			
RFIC-A AIR TRANSPORTATION			
REMARKS-			
CPN-1 RFISC-0B5 U6 SVXDME S-O			
DESCRIPTION-SEAT ASSIGNEMENT			
PRESENT TO-			
PRESENT AT-			
ICW-2622427003202C1 (A)			
SERVICE REMARKS-			
FARE	F RUB	1000	
EXCH	VAL RUB	1000	RFND VAL
TAX-			
TOTAL	RUB	1000	
/FC SVX U6 MOW1000RUB1000END			
FP CASH			
FOID-			
NON-ENDORSABLE			

## 3. Manually priced services

### 3.1 DEPOSIT (DEPO – D/997)

#### Service description and purpose

Service DEPO – is used for group deposits only. The auxiliary segment cannot be added to group name, so separate PNR for collection of group deposit has to be created (no group PNR can be used). In the new PNR the group name will be used in NM element.

#### Detailed EMD flow

Initial PNR

RP/SVXU60980/SVXU60980	SP/SU 26JUN15/1136Z	73RBA6
1. SVXMUC/GROUP		
2 SVC U6 HK1 DEPO- DEPOSIT ROUTING SVX MUC 15PAX		
3 AP SVX TBA - U6 HELPDESK OFFICE - A		
4 TK OK26JUN/SVXU60980		

#### Booking

IU U6 NN1 DEPO SVX /15SEP- FREE TEXT

#### Pricing

Ancillary Services are out of the scope, pricing is done manually

- TSM-P manual creation
- TSM-P manual update with the different elements at both coupon and document level



**TMC/VU6**

**TMI/YI/FRUB100000/CV-100000/FP-CASH**

Mandatory elements

- International/Domestic Indicator
- Fare amount
- Coupon value
- Form of payment

TSM	1	TYPE P	SVXU60980	SP/26JUN 11	INT I	EMD-S	CARR U6	
1. SVXMUC/GROUP								
RFIC-D/J	FINANCIAL IMPACT							
1. RFISC-997 DEPOSIT								
2								
OPERATING CC-U6				CPN VALUE-100000				
ADD INF/RKS:								
FARE	F	RUB	100000					
EXCH VAL		RUB	100000					
TOTAL		RUB	100000					
FP	CASH							

**Issuance**

Single transaction TTM

--- TSM ---			
RP/SVXU60980/SVXU60980	SP/SU	26JUN15/1207Z	73RBA6
1. SVXMUC/GROUP			
2 SVC U6 HK1 DEPO- DEPOSIT ROUTING SVX MUC 15PAX			
3 AP SVX TBA - U6 HELPDESK OFFICE - A			
4 TK OK26JUN/SVXU60980			
5 FA PAX 262-			
4550002043/DTU6/RUB100000/26JUN15/SVXU60980/26206 994/S2			
6 FB PAX 2600586412 TTM/RT OK EMD/S2			

EMD dedicated FA lines have been generated.

**EMD display (EWD)**

EMD-2624550002043	TYPE-S	SYS-1A	LOC-73RBA6
INT-I	FCI-1 1	POI-SVX	DOI-26JUN15
PAX- SVXMUC/GROUP			IOI-26206994
RFIC-D	FINANCIAL IMPACT		ADT
REMARKS-			
CPN-1	RFISC-997 U6	S-O	VALUE-100000
DESCRIPTION-DEPOSIT			
PRESENT TO-			
PRESENT AT-			
SERVICE REMARKS-			
FARE	F	RUB	100000
EXCH VAL	RUB	100000	RFND VAL
TAX-			
TOTAL	RUB	100000	
/FC			
FP CASH			



### 3.2 PENALTY FEE (PENF – D/993)

#### Service description and purpose

U6 strongly recommends to use taxes CP and MF for Penalty Fee and to issue EMD PENF only if agent already has finished transaction Reissue or Refund without the necessary penalty taxes or with incorrect amount of Fees.

Travel agent may issue EMD in the initial PNR or create the new one.

#### Detailed EMD flow

Initial PNR

RP/SVXU60980/SVXU60980	SP/SU 29JUN15/0452Z	756ITA
1. ZULOV/ANDREY		
2 SVC U6 HK1 PENF		
3 AP SVX TBA - U6 HELPDESK OFFICE - A		
4 TK OK29JUN/SVXU60980		

#### Booking

IU U6 NN1 PENF SVX /15SEP- FREE TEXT

#### Pricing

Ancillary Services are out of the scope, pricing is done manually

- TSM-P manual creation
- TSM-P manual update with the different elements at both coupon and document level

#### TMC/VU6

TMI/YI/FRUB1000/CV-1000/FP-CASH

TMI/IC-TKT2622418557502

Mandatory elements

- International/Domestic Indicator
- Fare amount
- Coupon value
- Form of payment
- New ticket number in case Exchange

TSM	1	TYPE P	SVXU60980	SP/29JUN 11	INT I	EMD-S	CARR	U6
1. ZULOV/ANDREY								
RFIC-D/Q FINANCIAL IMPACT								
1. RFISC-993 PENALTY FEE								
OPERATING CC-U6								
ICW-2622418557502								
NON REFUNDABLE								
NON EXCHANGEABLE								
ADD INF/RKS:								
FARE	F	RUB	1000					
EXCH VAL		RUB	1000					
TOTAL		RUB	1000					
FP	CASH							

#### Issuance



Issuance can either be combined with the ETKT via the TTP/TTM transaction or performed as single transaction TTM, after the ETKT issuance

```

--- TSM ---
RP/SVXU60980/SVXU60980          SP/SU  29JUN15/0509Z  756ITA
 1. ZULOV/ANDREY
 2 SVC U6 HK1 PENF
 3 AP SVX TBA - U6 HELPDESK OFFICE - A
 4 TK OK29JUN/SVXU60980
 5 FA PAX 262-
    4550002044/DTU6/RUB1000/29JUN15/SVXU60980/2620699 4/S2
 6 FB PAX 2900590041 TTM/RT OK EMD/S2

```

EMD dedicated FA lines have been generated.

### EMD display (EWD)

```

EMD-2624550002044      TYPE-S                      SYS-1A  LOC-
756ITA
INT-I          FCI-1  1          POI-SVX          DOI-29JUN15          IOI-
26206994
PAX- ZULOV/ANDREY
ADT
RFIC-D FINANCIAL IMPACT
REMARKS-
CPN-1 RFISC-993 U6          S-O          VALUE-1000
DESCRIPTION-PENALTY FEE
NON-REFUNDABLE
NON-EXCHANGEABLE
PRESENT TO-
PRESENT AT-
ICW-2622418557502
SERVICE REMARKS-
FARE  F  RUB          1000
EXCH VAL RUB          1000          RFND VAL
TAX-
TOTAL          RUB          1000
/FC
FP CASH
FOID-

```

## 4. EMD sales cancellation (void)

- EMD can be voided following the same rules as voiding an electronic/paper ticket.
1. The issuing agent must void the EMD on the same issue date prior to ASR close.
  2. EMD has to be present in the Ticketing/ Pricing field of the PNR for it to be voided. Make sure to cancel SR associated with FA line from PNR.

## 5. EMD refund

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

Refund can be processed according the conditions:

Code	Service description	Refund conditions
PENF	PENALTY FEE	Non-refundable
DEPO	DEPOSIT	Refundable according group fare rule
UMNR	UNACCOMPANIED MINOR	Refundable
PETC	PET IN CABIN	Refundable. Voluntary refund: any time before departure with charge 25% of fare basis
SNML	SANDWICH	Refundable. Voluntary refund: Less than 24 hours before departure EMD Non-refundable
HTML	HOT MEAL	Refundable. Voluntary refund: Less than 24 hours before departure EMD Non-refundable
SFML	SEAFOOD MEAL	Refundable. Voluntary refund: Less than 24 hours before departure EMD Non-refundable
CHML	CHILD MEAL	Refundable. Voluntary refund: Less than 24 hours before departure EMD Non-refundable
VGML	VEGETARIAN MEAL	Refundable. Voluntary refund: Less than 24 hours before departure EMD Non-refundable
ROST	SEAT ASSIGNMENT	Refundable
	EXCESS BAGGAGE	Refundable

## 6. EMD exchange (reissue)

EMD-A which is linked to the e-ticket is always exchangeable.

When the EMD-A has to be reissued?

EMD-A cannot exist without the e-ticket. So if you change the e-ticket, you also have to work with the EMD-A.

### 1/ Revalidation

If the e-ticket is revalidated to new dates/flights, the EMD-A will remain associated to the e-ticket, because no status of e-ticket has been changed.

### 2/ Reissue (penalty or upgrade to higher fare)

If you reissue the e-ticket with EMD-A associated, after the e-ticket reissuance, the EMD-A will be automatically disassociated because the status of e-ticket has been changed to E – exchanged and the e-ticket is not valid any more.

Travel agent has to contact Ural Airlines helpdesk to associate the original EMD-A to new e-ticket manually.

EMD-A can be reassociated to new e-ticket, if the service, routing and name of the passenger is the same. And also the service (SSR) for new flight segments have to be requested and confirmed.

### 3/ Rerouting (change of routing)

The EMD-A includes the information of routing for each coupon. If passenger asks for rerouting of his ticket, where EMD-A is associated, then the e-ticket has to be reissued and EMD-A as well.

Service Change Rules

U6 helpdesk contact

[HD@u6.ru](mailto:HD@u6.ru)

8-800-2000-265

## 7. Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	any U6 flight	Flight rebooked to another date / flight nbr changes	Revalidation is not permitted for travel agent. Ticket is reissued by travel agency, EMD-A is automatically disassociated from ETKT when reissue is done. Agent has to refund and issue new EMD
2	any U6 flight	Ticket is voided -> EMD needs to be voided  Ticket is refunded. EMD will be refunded.	EMD-A is automatically disassociated from ETKT when void/refund is done
3	any U6 flight	Passenger changes his mind and rebooks ticket in a lower class	Downgrade is not permitted
4	any U6 flight	Passenger is rerouted voluntarily	EMD-A is automatically disassociated from ETKT when reissue is done. Agent has to refund and issue new EMD.
5	any U6 flight	Upgrade with money	EMD-A is automatically disassociated from ETKT when reissue is done. Agent has to refund and issue new EMD.
6	any U6 flight	Upgrade with points	EMD-A is automatically disassociated from ETKT when reissue is done. Agent has to refund and issue new EMD.
7	any U6 flight	Any involuntary flight cancellation. Passenger does not travel	U6 will offer involuntary rerouting (see p.8). If PAX doesn't agree with new flight, Involuntary refund ETKT and EMD will be able.
8	any U6 flight	Involuntary rerouting to another flight	U6 will take care of this



