APOLLO CLUE CARD (EMD-A)

UNACCOMPANIED MINOR (UMNR)

BUILD THE PNR

Book the flight and prepare the PNR leaving out the passenger type code in the name field. It is recommended to add fare & frequent flyer Information before displaying the service catalogue.

- **Display Service Catalogue: $B/DASO**

```
1-$B/DASO
ADDITIONAL SVC                    FOR DETAIL >DAS*L·
LN  VEN DESCRIPTION               PTC    AMNT CUR SEG    F
1   VA  1ST ADDITIONAL BAG PREPAID ADT    27.30 USD 01
2   VA  2ND ADDITIONAL BAG PREPAID ADT    27.30 USD 01
3   VA  UNACCOMPANIED MINOR FEE   ADT    31.20 USD 01
```

- **Sell an ancillary from the catalogue: DAS01Lm**
  (where m is the line number)

Note: Only one EMD-A per ancillary service item permitted

Example:

Sell UMNR from the catalogue **DAS01L3*TX-UM10** – for child 10 years of age

```
1-DAS01L3*TX-UM
*   VA  UNACCOMPANIED MINOR FEE      REQUESTED
```

- **Add service information in the PNR**

SSR Entry **3SAN1.2UMNR 5YRS = where 3 is the SSR indicator / S for segments / A for all or AN1.2 for pax 2.1 / UMNR as the SSR code and then the age**

Language of child and first name **@:3OSI VA ENGLISH JOHN**

Sender full name and relationship **@:3OSI VA SENDER MRS SHARON SMITH MOTHER**

Sender phone contacts **@:3OSI VA CTCH 07 33555555**

Receiver name and relationship **@:3OSI VA RECEIVER MR P SMITH FATHER**

Receiver phone contacts **@:3OSI VA CTCH SYD 02 99997777**

Password **@:3OSI VA PASSWORD**

Parent/legal guardian signing UMNR form **@:3OSI VA PARENT SHARON SMITH**

Does the child suffer from any allergies*: @:3OSI VA ALLERGY YES/NO*

Advised the guest that UMNR is required to present proof of age at check-in –

@:3OSI VA guest advised UMNR is required to present proof of age at check-in

(For Multi-pax booking where not all pax are UMNR) Add YPTA SSR to the guest not travelling as UMNR)

Important Note:

If the child suffers from Allergies, please contact Virgin Australia Industry and Trade Support for further assistance. **The minimum age for UMNR is five (5) years old**.

Please refer to UMNR policy on Virgin Australia's Agency Hub for further details
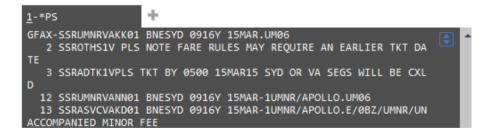
APOLLO CLUE CARD (EMD-A)

UNACCOMPANIED MINOR (UMNR)

Receive and end the PNR

The banner **ADDITIONAL SERVICES EXIST** and **SERVICE INFORMATION EXISTS** should display. If it doesn't, ignore and re-retrieve the PNR.

- **Display additional services: *DAS**

```
1-*DAS
ADDITIONAL SERVICES
PASSENGER UMNR/APOLLO
LN SUP DESCRIPTION              STAT AMNT   CUR FLT DETAIL
01 VA  UNACCOMPANIED MINOR FE OF   31.20   USD VA0916 BNESYD
```

- **Display service elements: *PS**

```
1-*PS
GFAX-SSRUMNRVAKK01 BNESYD 0916Y 15MAR.UM06
   2 SSROTHS1V PLS NOTE FARE RULES MAY REQUIRE AN EARLIER TKT DA
TE
   3 SSRADTK1VPLS TKT BY 0500 15MAR15 SYD OR VA SEGS WILL BE CXL
D
  12 SSRUMNRVANN01 BNESYD 0916Y 15MAR-1UMNR/APOLLO.UM06
  13 SSRASVCVAKD01 BNESYD 0916Y 15MAR-1UMNR/APOLLO.E/0BZ/UMNR/UN
ACCOMPANIED MINOR FEE
```

**You should see an SSR ASVC for the service booked.

Status	Action
NN	Wait for confirmation
KD	Issue EMD
KK	No further action required
NO/UC	Service has been refused by VA. Cancel and contact the VA Travel Agent's Helpdesk

ISSUE THE EMD:

- **EMDI/N**n/**IC**ticketnumber
  *(where **n** is the passenger number)*

Please refer to UMNR policy on Virgin Australia's Agency Hub for further details

For further details please contact:-
Travelport – http://www.ask-travelport.com
Virgin Australia Industry & Trade Support – 13 67 37