GALILEO 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: FQ/DAS***


```
1-FQ/DAS*          +
>
>FQ/DAS*
  PSGR              FARE      TAXES         TOTAL PSG DES
FQA 1         AUD    429.63    71.45        501.08 ADT
     GUARANTEED
GRAND TOTAL INCLUDING TAXES ****     AUD      501.08
          **ADDITIONAL FEES MAY APPLY**SEE >FO.
   ADT     PRIVATE FARE SELECTED
   ADT     TOUR CODE: MTS13
   ADT     LAST DATE TO PURCHASE TICKET: 15JAN15
   ADT     E-TKT REQUIRED
   ADT     FARE HAS A PLATING CARRIER RESTRICTION
UNABLE TO FILE - NEED FQ WITH PLATING CARRIER
BAGGAGE ALLOWANCE
ADT
 VA BNESYD  1PC
   BAG 1 -  NO FEE       UPTO50LB/23KG AND UPTO62LI/158LCM
   BAG 2 -  BAGGAGE CHARGES DATA NOT AVAILABLE
   MYTRIPANDMORE.COM/BAGGAGEDETAILSVA.BAGG

CARRY ON ALLOWANCE
 VA BNESYD  2PC
   BAG 1 -  NO FEE       UPTO15LB/7KG AND UPTO45LI/115LCM
   BAG 2 -  NO FEE       CARRYON HAND BAGGAGE ALLOWANCE

BAGGAGE DISCOUNTS MAY APPLY BASED ON FREQUENT FLYER STATUS/
ONLINE CHECKIN/FORM OF PAYMENT/MILITARY/ETC.
CARRY ON ALLOWANCE
 VA BNESYD  2PC
   BAG 1 -  NO FEE       UPTO15LB/7KG AND UPTO45LI/115LCM
   BAG 2 -  NO FEE       CARRYON HAND BAGGAGE ALLOWANCE

BAGGAGE DISCOUNTS MAY APPLY BASED ON FREQUENT FLYER STATUS/
ONLINE CHECKIN/FORM OF PAYMENT/MILITARY/ETC.

ADDITIONAL SVC                    FOR DETAIL >DAS*L.
LN VEN DESCRIPTION                PTC    AMNT CUR SEG    F
1   VA  1ST ADDITIONAL BAG  PREPAID    ADT    35.00 AUD 01
2   VA  2ND ADDITIONAL BAG  PREPAID    ADT    35.00 AUD 01
3   VA  UNACCOMPANIED MINOR FEE        ADT    40.00 AUD 01
«Display Rules»
>
```

- **Sell an ancillary from the catalogue: DAS01L*m**
  *(where **m** is the line number)*

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

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

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 **SI.VA*ENGLISH JOHN**

Sender name and relationship **SI.VA*SENDER MRS SHARON SMITH MOTHER**

Sender phone contacts **SI.VA*CTCH 07 33555555**

Receiver name and relationship **SI.VA*RECEIVER MR P SMITH FATHER**

Receiver phone contacts **SI.VA*CTCH SYD 02 99997777**

Password **SI.VA*PASSWORD**

Parent/legal guardian signing UMNR form **SI.VA*PARENT SHARON SMITH**

Does the child suffer from any allergies **SI.VA*ALLERGY YES/NO**

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

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**

- **Display service elements: *SI**

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

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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/P**n**/IC**ticketnumber**/F** form of payment
  (where **n** is the passenger number)

- **Verify service payment by displaying the service information: *SI**
  The EMD number should display at the end of the free text