# WORLDSPAN 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 and frequent flyer Information before displaying the service catalogue.

- **Display Service Catalogue: 4P#DAS***

```
>4P#DAS*(
 PNR PRICED ON 22MAR FOR TKTG ON 22MAR
* NON ENDORSABLE
* PRICING RULES VALIDATING CARRIER VA
** 13JUL DEPARTURE DATE/ 13JUL IS LAST DATE TO TICKET
* FARE MAY CHANGE UNLESS TICKETED *
1AUD/0.764USD

** TICKETING FEES MAY APPLY - SEE >INFO TKTFEE (

TICKET      BASE AUD      EV USD      TX/FEE USD        TKT TTL USD
 ADT01       552.92       422.00          14.50             436.50
*TTL         552.92       422.00          14.50             436.50
FBC ADT Y
ADT BNE VA SYD552.92AUD552.92END VA
 TX 11.60QR 2.90WG

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    CARRY ON BAGGAGE PERSONAL ITEM

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    26.70 USD 01
2   VA  2ND ADDITIONAL BAG  PREPAID    ADT    26.70 USD 01
3   VA  UNACCOMPANIED MINOR FEE        ADT    38.20 USD 01
```

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

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

## 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

```
>DAS01L3*TX-UM10
*    VA  UNACCOMPANIED MINOR FEE          REQUESTED
```

- **Add service information in the PNR**

Language of child and first name **3SSROTHSVA *ENGLISH JOHN**
Sender name and relationship **3SSROTHSVA *SENDER MRS SHARON SMITH MOTHER**
Sender phone contacts **3SSROTHSVA *CTCH 07 33555555**
Receiver name and relationship **3SSROTHSVA *RECEIVER MR P SMITH FATHER**
Receiver phone contacts **3SSROTHSVA *CTCH SYD 02 99997777**
Password **3SSROTHSVA *PASSWORD**
Parent/legal guardian signing UMNR form **3SSROTHSVA *PARENT SHARON SMITH**
Age of UMNR **3SAUMNR 10YRS**
Does the child suffer from any allergies **3SSROTHSVA* ALLERGY YES/NO**
Advise the guest the UMNR is required to present proof of age at check-in – **3SSROTHSVA* 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**.

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## 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**

```
ADDITIONAL SERVICES
PASSENGER TRAVELPORT/EMDA
LN SUP DESCRIPTION            STAT AMNT    CUR FLT DETAIL
01 VA  UNACCOMPANIED MINOR FE CD    39.40   USD VA0908 BNESYD
```

- **Display service elements: *G**

```
G-  1.SSROTHS1PPLS NOTE FARE RULES MAY REQUIRE AN EARLIER TKT DA
TE
    2.SSRADTK1PPLS TKT BY 1000 19JUL15 LAX OR VA SEGS WILL BE CX
LD
    3.SSROTHSVA*ENGLISH JOHN
    4.SSROTHSVA*SENDER MRS S SMITH MOTHER
    5.SSROTHSVA*CTCA BNE 12 MARYVALE ST ASCOT 4007 QLD
    6.SSROTHSVA*CTCH 07 33555555
    7.SSROTHSVA*RECEIVER MR P SMITH FATHER
    8.SSROTHSVA*CTCA SYD 23 ACCENT ST MASCOT 2002 NSW
    9.SSROTHSVA*CTCH SYD 02 99997777
   10.SSROTHSVA*PASSWORD
   11.SSRUMNRVAKK1BNESYD0908Y20JUL-TRAVELPORT/EMDA.UM10
   12.SSRASVCVAKD1BNESYD0908Y20JUL-TRAVELPORT/EMDA.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#N1.1#IC7959902477046#$CA**
 *(where N1.1 is passenger 1.1)*

```
>EMDI#N1.1#IC7959902477046#$CA
```

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

```
G-  1.SSROTHS1PPLS NOTE FARE RULES MAY REQUIRE AN EARLIER TKT DA
TE
    2.SSRADTK1PPLS TKT BY 1000 19JUL15 LAX OR VA SEGS WILL BE CX
LD
    3.SSRTKNEVAHK1BNESYD0908Y20JUL-TRAVELPORT/EMDA.7959902477046
C1
    4.SSROTHSVA*ENGLISH JOHN
    5.SSROTHSVA*SENDER MRS S SMITH MOTHER
    6.SSROTHSVA*CTCA BNE 12 MARYVALE ST ASCOT 4007 QLD
    7.SSROTHSVA*CTCH 07 33555555
    8.SSROTHSVA*RECEIVER MR P SMITH FATHER
    9.SSROTHSVA*CTCA SYD 23 ACCENT ST MASCOT 2002 NSW
   10.SSROTHSVA*CTCH SYD 02 99997777
   11.SSROTHSVA*PASSWORD
   12.SSRUMNRVAHK1BNESYD0908Y20JUL-TRAVELPORT/EMDA.UM10
   13.SSRASVCVAHI1BNESYD0908Y20JUL-TRAVELPORT/EMDA.E/0BZ/UMNR/UN
ACCOMPANIED MINOR FEE/7954570211482C1
```

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