

# **Guide to issuing group tickets on SU flights in GDS “Sirena Travel”**

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# Creating group PNR

## Required PNR elements

### 1. Creating group name

Request to enter a name:

**G/(Group\_Name)**

where:

**G/** - request code

**(Group\_Name)** - name of the group, must contain no more than 12 symbols (only letters)

For example: **G/THEATRE**

### 2. Seats booking

Minimum group size – 10 passengers (there can be exceptions, so always check the fare rules)

Maximum group size (in one PNR) – **50**

**Important:** Due to technical restrictions on the volume of information transferred to the airline's system bookings with a group size of **more than 50** passengers may not be processed or some of the information may be lost.

If the group consists of **more than 50** passengers it is necessary to create several group PNRs with a mandatory indication of the total number of passengers and a list of all PNRs (in SU system) created for this group. See section 5 [Required OSI elements \(paragraph 5.3\)](#) below.

It is forbidden to create two or more PNRs by means of operation SPLIT/DIVIDE.

**Request to book a seat:**

**0(FLIGHT)(RBD)(DATE)(PAIR\_AIR)(CODE)(NUM\_SEATS)/<SEG>**

where:

**0** - request code

**Flight** - number of flight

**RBD** - booking code

**DATE** - date of departure of flight in the format DDMMYY

**PAIR\_AIR** - airport codes of departure or arrival

**CODE** - **NN** – request of seats

**NUM\_SEATS** - number of seats

**SEG** - number (ordinal) of segment to be created in PNR (not a mandatory element)

For example: **0SU-1306G01APRSVOOVBNN10**

### 3. Contact field

The agency's phone number must be entered in the first line using the following format:

**9T#+74951234567**

where:

**9** - request code

**T** - letter identifying that the phone number belongs to the agency

**#** - separator

**+** - the sign of a telephone contact

**74951234567** - agency's phone number

**Passenger phone numbers are entered strictly in accordance with the established «Process description of entering passengers' contact details in PNR» (posted on the official website [www.aeroflot.ru](http://www.aeroflot.ru) in the section For Business > For Agents > Rules and Instructions).**

## 4. Request for Group fare

### **3GRPF NET (Currency) (Fare amount) (Code of Group type)**

where:

- 3GRPF NET** - request code
- Currency** - code of fare currency
- Fare amount** - the amount of requested fare
- Code of Group type** - three-digit code of group type according to the table below

#### **Important:**

**You have to put spaces between fields.**

**After entering such an SSR, two more SSRs are automatically generated in the PNR.**

For example, for the request **3GRPF NET EUR 100 SPR**, the following SSRs are generated in the PNR:

1 **GRPF YY HK1 EUR 100**

2 **GRPS YY HK1 TYPE SPR** – group type

3 **GRPS YY HK1 IATA 00000001** – code of sale point (agent's validator number):

#### **Group types:**

<b>CODE</b>	<b>DESCRIPTION</b>	
ART	ARTS	ARTISTS, PERFORMERS, ACTORS
CON	CONFERENCES	CONFERENCE
COR	CORPORATE	ORGANIZATION
TUR	TOURISM	TOURISTS
CRU	CRUISES	CRUISE
EDU	EDUCATIONAL	STUDENTS
GVM	GOVERNMENT	GOVERNMENT ORGANIZATIONS
MIL	MILITARY	MILITARY PERSONNEL
REL	RELIGIOUS	PILGRIMS
SPR	SPORTS	ATHELETES, SPORTSMEN
YTH	YOUTH	YOUNG PEOPLE
SNR	SENIOR CITIZENS	PENSIONERS
HOL	HOLIDAYS	VACATION
DEP	DEPORTATION	DEPORTATION
INC	INCENTIVE TOUR	INCENTIVE TRIP
CIV	CIVIC	PUBLIC ORGANIZATIONS
SCH	SCHOOLS	SCHOOL CHILDREN
WOR	WORKERS	SHIFT WORKERS

## 5. Required OSI elements

### 5.1. Agency name

#### 5 AGENCY

where:

**5** - request code

**AGENCY** - full name of the issuing agency\*

\*In accordance with the agent's validator number specified on the tickets

### 5.2. Agency's contact e-mail

#### 5 CONTACT EMAIL agency//agency.ru

where:

**5** - request code

**CONTACT EMAIL** - request code

**agency//agency.ru** - agency's contact e-mail

Replace symbol «@» with «//».

If «\_» (underscore sign) is used in the address, it should be replaced with symbol «/».

For example, to enter an e-mail address `n_ivanov@agency.ru` would look as follows:

**5 CONTACT EMAIL n/ivanov//agency.ru**

#### **Important:**

**You have to put a space between word «EMAIL» and the agency's e-mail.**

### 5.3. Enter **remark** if group size exceeds **50** people

If the group size exceeds 50 people and multiple group PNRs have been created then in each booking must be entered a remark with the total number of passengers and the PNR numbers (RLOC in SU system) into which the group is divided in addition to this PNR.

#### 5 TCP120 WITH PNR CPRKJD CPRKJM

where:

**5 TCP** - request code

**120** - the total number of passengers in the group

**CPRKJD CPRKJM** - the numbers of the airline's bookings (NºRLOC from **SU** system) other than the given PNR into which the group is split.

### 5.4. **Acceptance** of the fare offered by the airline

#### 5 ACCEPT NET450EUR /29JAN22

where:

**NET450EUR** the fare offered by the airline

**29JAN22** the date of response

### 5.5. Entering the document number on the security payment (deposit)

#### MCO 5554011571291/ 5850 EUR

where:

**MCO 5554011571291** MCO number (only for agents working under direct agency agreements [for a situation of technical impossibility of EMD-S issue](#))

**5850** the amount of prepayment for the group

**EUR** the currency of the confirmed NET fare

Instructions for filling out the MSO for an prepayment for group transportation are available on the website of PJSC Aeroflot in the section [For Business > For Agents > Rules and Instructions > Group transportation](#).

A prepayment (deposit) is made through issuing an EMD-S (see [Appendix 2](#), [Appendix 3](#)).

If it is technically impossible to issue an EMD-S BSP agents can issue a prepayment (deposit) through issuing a ticket in the name of DEPOSIT/PREPAYMENT (only prior to the implementation of EMD-S) (see [Appendix 4](#)), [agents working under direct agency agreements – through issuing an MCO](#).

### **Important:**

**It is forbidden to make a deposit before the seats are confirmed.**

**Note:** when making a deposit by issuing EMD or a ticket for «DEPOSIT PREPAYMENT» it is not required to enter the OSI element with the number of EMD or ticket for «DEPOSIT PREPAYMENT» because the information is automatically displayed in the PNR from the airline's screen.

If the group size exceeds 50 passengers and it is booked in several PNRs you need to create a separate EMD or ticket for «DEPOSIT PREPAYMENT» for each part of the group.

**It is prohibited** to issue EMD or «DEPOSIT PREPAYMENT» ticket separately from the PNR in which the group is booked, since in this case, the booking may be cancelled due to the absence of information on EMD or «DEPOSIT PREPAYMENT» ticket in the required format.

### **You also have to enter all additional information about the group in the OSI elements:**

- a) an alternative carriage option with the offered fare;
- b) a possibility of changing carriage dates;
- c) a possibility of splitting a large group to be transported on different flights and/or on different dates.

An exchange of remarks on the issue of revising the fare level is possible.

If the price offer does not suit the agent, it is necessary to cancel the order.

**Important:** You are **not** allowed to enter more than seven-eight **SSR/OSI** elements during one transaction in the PNR. Then you must use the **E** format to close PNR and reopen it. It has to do with the maximum amount of information allowed for transfer to the airline's system when you finish the transaction by using the **E** format. If you exceed that limit some of the data may be lost.

## **6. Other required elements (standard format).**

### **Entering Passenger Names**

#### **Important:**

Entering passenger names in group bookings for PJSC "Aeroflot" flights **BEFORE** receiving route confirmation (namely, confirmed status **HK** on segments) is **strictly prohibited!**

After receiving status confirmation enter the names of passengers in a standard format.

It is forbidden to enter more than five names in one transaction. This is due to the fact that the amount of information transmitted to the airline's system upon completion of the transaction is limited and if the maximum is exceeded some data may be lost. You must enter 5 names or less in one transaction, then close the booking with **E** format and open it again.

## **Group fare rules**

Rules for use of Confidential Net fares for one-time groups on Aeroflot flights are posted on the website in the section For Business > For Agents > Rules and Instructions > SU Group Booking Rules.

## **How to work with group PNR**

**Economy class** group segments should always be booked in booking code **G**.

**Comfort class** group segments should always be booked in booking code **A**.

**Business class** group segments should always be booked in booking code **D**.

It is possible to combine segments in Economy and Comfort service classes.

Booking confirmation is made in the booking code (RBD) at the discretion of the airline according to the fare offered (i.e. a different code may be appointed than originally booked).

### **Attention!**

**If all mandatory elements are present and correctly entered group bookings are automatically processed by Aeroflot.**

**The Fare proposal from the airline is displayed in the SSR remark, for example:  
SSR OTHS 6565/11MAY-6564/14MAY TCP50 NET25395RUB PLUS TAX 17FEB/6946**

Due to the fact that group bookings are processed manually you should not wait the PNR to change immediately. As a rule a response with information about the proposed group fare will be received within 72 hours.

**Acceptance of the offered fare must be entered in OSI element (request «5») of the booking (see [5.4](#)).**

After the agent has agreed to the price the airline confirms the seats in the booking code (RBD) at the discretion of the carrier in accordance with the proposed fare, the segments attain status KL or new segments are displayed in other RBDs with the status HK (in this case, unconfirmed segments must be deleted), and at the same time sets a time limit for issuing tickets (information about the issuance period is displayed for the agent in the PNR in the remark OTHS) in accordance with the Rules for use of Confidential Net fares for one-time groups on Aeroflot flights. The time limit set by the airline is not subject to adjustment by the agent.

If a group is confirmed more than 14 days<sup>1</sup> before departure Aeroflot sets a time limit for the agent to make a deposit for each confirmed seat in the group. The amount of deposit is calculated from the full confirmed (assigned) fare<sup>2</sup> for an adult passenger (without accounting for CH discount) regardless of the actual number of children in the group. If the group is confirmed less than 14 days<sup>1</sup> it is possible to issue tickets without making a deposit.

When making a deposit you must specify the amount of payment in the currency of the assigned fare and the equivalent in the currency of the deposit payment.

Deposit amount = fare x 20%<sup>3</sup> x number of PAX x exchange rate on the day of deposit payment.

Calculation example:

Confirmed fare – 200 EUR, number of passengers – 15, exchange rate on the day of deposit payment – 85 RUB.

200 x 20% x 15 = 600 EUR

600 x 85 = 51000 RUB

If the group is confirmed less than 14 days<sup>4</sup> before departure, Aeroflot sets a time limit immediately for issuing tickets, in which case no deposit is required.

### **Important:**

Direct agents (agents working under a direct agency agreement) make a deposit through MCO.

Instructions for completing an MCO for an advance payment for group transportation are available on the PJSC "Aeroflot" website in the section For Business > For Agents > Rules and Instructions > SU Group Booking Rules.

Agents should issue a deposit through EMD-S (RFISC 997).

If it is technically impossible to issue an EMD-S BSP agents can make a deposit through issuing a ticket for "DEPOSIT PREPAYMENT"<sup>5</sup>, agents working under direct agency agreements – through issuing an MCO.

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<sup>1</sup> Unless the rules provide otherwise.

<sup>2</sup> For agents in the Russian Federation, the assigned fare includes the base commission.

For agents in the CIS and abroad the assigned fare does not include a base commission or other types of remuneration.

<sup>3</sup> Unless the rules provide for a different amount of the deposit.

<sup>4</sup> Unless the rules provide otherwise.

<sup>5</sup> Making a deposit through issuing a ticket for "DEPOSIT PREPAYMENT" is allowed only until the EMD-S functionality is activated.

In case the issued EMD/DEPOSIT PREPAYMENT ticket (or OSI element with information about the MCO number) is absent in the booking by the due date the group will be cancelled without further notice.

If the information about the deposit payment is entered in the booking prior to the time limit previously set by the airline it will be processed within 1-2 days after the specified time limit date. The time limit for making a deposit will be changed to the time limit for issuing tickets, an authorization telegram will be sent to the Agent.

You should not contact the airline with a request to process a booking earlier than the due date unless this is due to the need for [early ticketing](#).

The grounds for issuing tickets at the assigned fare is a telegram from the e-mail [mowugsu@aeroflot.ru](mailto:mowugsu@aeroflot.ru) signed by the Director of DUSD<sup>6</sup> the number of which must be entered in the ticket. Also the telegram number can be obtained by entering the SSR element by Aeroflot into the PNR.

### **An example of the authorization telegram RDMOWUGSU:**

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QN MOWUGSU CPYXXXX MOWRASU  
.MOWUGSU 121419 @A0114460

RE PNR ABCDEF  
AGENTU "TESTTOUR " RAZRESHAETSIA OFORMLENIE 40A/B  
PO MARSHRUTU SVO-LCA-SVO SU2072/11NOV-SU2073/15NOV  
W SOOTWETSTWII S PRAWILAMI PRIMENENIIA KONFIDENCIALXNYH  
TARIFOW NETTO DLIA RAZOWYH GRUPP.  
STOIMOSTX 1 A/B NET200EUR + TAX.  
OBESPECHITELNIY PLATEV - 5556111111111.  
DIREKTOR DUSD -

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where **MOWUGSU 121419** – the telegram’s number, which must be entered in the ticket’s endorsement box.

**STOIMOSTX 1 A/B NET200EUR + TAX** – means that taxes should be added to the confirmed fare<sup>7</sup>.

**It is forbidden to issue tickets without specifying the number of the authorization telegram!**  
(Otherwise, ADM will be issued in accordance with the ADM policy of PJSC "Aeroflot").

### **Early ticketing.**

If necessary you are allowed to issue tickets early (in advance).

To get the authorization telegram before the time limit set by the airline you need to add a free text remark to the PNR in the OSI element (request «**5**») or SSR OTHS (request «**3 OTHS**») and send the request to the email [mowugsu@aeroflot.ru](mailto:mowugsu@aeroflot.ru).

Tickets must be issued no later than the time limit set for the deposit.

### **Important:**

**Air tickets in a confirmed booking must be issued no later than the time limit set by the airline (for the agent displayed in the PNR in the OTHS remark).**

**In case of group booking refuse before the time limit expires the agent must immediately cancel the booking using the format of cancellation of the entire itinerary.**

After ticket issuance you need to refund EMD/MCO/ticket «DEPOSIT PREPAYMENT» while collecting the penalties according to the fare rules (if applicable).

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<sup>6</sup> Network and Revenue Management Department of PJSC "Aeroflot".

<sup>7</sup> If the group was confirmed before Sep 15,2022 it is also necessary to add YQ/YR fees in accordance with the fee level in effect on the date of booking confirmation (via manual pricing with recalculation to the payment currency at the exchange rate on the date of ticket issuance).

EMD-S (RFISC 997) must be refunded with a penalty for confirmed seats refuse and issuing it on an EMD (code 50, RFISC 995).

When refunding a "DEPOSIT PREPAYMENT" ticket on a BSP stock the penalty for confirmed seats refuse will be deducted from the refund amount.

When MCO is refunded the penalty is reported as a cancellation penalty.

If the group size exceeds 50 passengers and a separate EMD/MCO/«DEPOSIT PREPAYMENT» ticket is issued for each part of the group, then the penalty must be deducted from the amount of EMD/MCO/«DEPOSIT PREPAYMENT» ticket corresponding to the PNR from which the seats are cancelled.

The penalty for confirmed seats refuse is calculated by the agent in the currency of payment manually at the exchange rate on the day of deposit payment.

### **Conditions of extending the time limit.**

If it is necessary to postpone the time limit for issuing tickets to a later date (no more than 2 days before the date of departure) the agent must enter a corresponding request in the booking in advance (before the date of issue) through the OSI or SSR element. For example:

**5** PLEASE MOVE TKT TO 19FEB22/AGREE WITH CONDITIONS OF 100 FINANCIAL RESPONSIBILITY

The request will be processed on the date of the airline's set time limit.

Aeroflot offers this service only on special conditions – full (100%) financial responsibility. Before the set time limit for issuing group transportation, it is necessary to enter the full cost of the confirmed fare (without taxes and fees) through issuing EMD/MCO/«DEPOSIT PREPAYMENT» ticket.

If a deposit was paid earlier it is necessary to issue the second EMD/MCO/«DEPOSIT PREPAYMENT» ticket for an additional payment to reach 100% of the confirmed fare. (see [Appendix 2](#), [Appendix 3](#), [Appendix 4](#)).

The sum of additional payment = fare x (100% - 20%<sup>8</sup>) x number of PAX x exchange rate on the day of payment of the second EMD/MCO/«DEPOSIT PREPAYMENT» ticket.

If the number of passengers decreased by the date of payment for the second EMD/MCO/«DEPOSIT PREPAYMENT» ticket the calculation goes as follows:

The sum of additional payment = (fare x the number of actual PAX – the sum of the deposit in the confirmed fare currency) x exchange rate on the day of payment for the second EMD/MCO/«DEPOSIT PREPAYMENT» ticket.

#### Calculation example:

Confirmed fare is 200 EUR, advance payment for a group of 15 passengers 20%=600 EUR, the number of real passengers is 12, exchange rate – 83 RUB.

$(200 \times 12 - 600) \times 83 = 149400$  RUB

After that the agent receives an additional telegram containing special conditions and the airline changes the time limit for group issuing in the PNR.

### **An example of an additional telegram with special conditions:**

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**.MOWUGSU 121256/MAR22**  
**DOP K RD MOWUGSU 123456 JAN22**  
**RE PNR ABCDEF**  
**AGENTU "TEST TRAVEL " RAZRESHAETSIA OFORMLENIE 40 A/B**  
**PO MARSHRUTU SVO- LCA-SVO SU2072/11NOV-SU2073/15NOV**  
**W SOOTWETSTWII S PRAWILAMI PRIMENENIIA KONFIDENCIALXNYH**  
**TARIFOW NETTO DLIA RAZOWYH GRUPP/ZA ISKLIUCHENIEM PUNKTOW**  
**OB AWANSOWOM PLATEVE, WYPISKE I WOZWRATE A/BILETOW/.**  
**STOIMOSTX 1 A/B NET 450 EUR + TAX .**  
**PLATEV 100 PCT OT CENY NET ZA KAVDOE MESTO -55511111111111,12**  
**PRI OTKAZE OT PODTWERVDENNYH MEST PLATEV UDERVIWAETSIA**  
**KAK SHTRAF W RAZMERE 100 PCT OT CENY NET ZA KAVDOE**  
**ANNULIROWANNOE MESTO.**  
**WYPISKA A/B – 09NOV**

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<sup>8</sup>Unless the rules provide for a different amount of the deposit.

In this case you have to enter the number of the additional authorization telegram in the tickets, not the first (original) one.

The conditions stated in the additional telegram have priority over the SU group confidential net fares rules.

**Important:**

After special conditions are accepted, in case the confirmed seats are refused, a penalty must be collected in the amount of 100<sup>9</sup> percent of the confirmed fare for each cancelled seat at the exchange rate on the day of EMD/MCO/«DEPOSIT PREPAYMENT» ticket payment (if the exchange rate of EMD/MCO/«DEPOSIT PREPAYMENT» ticket for the deposit and the rate of EMD/MCO/«DEPOSIT PREPAYMENT» ticket for the payment of 100% financial responsibility are the same).

If the exchange rate of payment for the first EMD/MCO/«DEPOSIT PREPAYMENT» ticket is not the same as the rate of payment for the second EMD/MCO/«DEPOSIT PREPAYMENT» ticket, the calculation of the penalty is carried out in the following way:

20%<sup>10</sup> of the confirmed fare is collected at the exchange rate on the date of the deposit payment,  
80%<sup>11</sup> of the confirmed fare is collected at the exchange rate on the date of payment for the second EMD/MCO/«DEPOSIT PREPAYMENT» ticket.

Calculation example:

Confirmed fare is 200 EUR, deposit for the group is 20%, the initial number of passengers is 15, on the date of payment for the second EMD/MCO/«DEPOSIT PREPAYMENT» ticket on conditions of 100% financial responsibility - 12 passengers, by the time of ticket issuance 10 passengers are left in the group.

Calculation example:

According to the [rules](#), no penalty is collected if 10% of seats are refused, in this case it is 1 seat.

Refusal of 4 seats leads to a penalty in the amount of the deposit (according to the fare rules).

Refusal of 2 seats out of these 4 leads to a penalty on conditions of 100% financial responsibility:

The penalty in the amount of the deposit =  $200 \times 20\% \times 4 \times 85 = 13600$  RUB (collected during the refund of EMD/MCO/«DEPOSIT PREPAYMENT» ticket for deposit).

The penalty on conditions of 100% financial responsibility =  $200 \times 80\% \times 2 \times 83 = 26560$  RUB (collected during the refund of EMD/MCO/«DEPOSIT PREPAYMENT» ticket for additional payment to reach 100%).

Penalties are collected from the sum of the corresponding EMD/MCO/«DEPOSIT PREPAYMENT» ticket during the refund issuance (strictly after ticket issuance).

**Group bookings during periods of high demand:**

For groups with departure during periods of high demand (for instance, New Year holidays or May Day celebrations) there can be special conditions put in place for making a deposit, payments, ticket issuance and refund. These special conditions will have priority over the standard conditions stated in the SU group confidential net fares rules.

After making a deposit a time limit is set for making a 100% payment.

The agent receives the authorization telegram only after completing a 100% payment.

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<sup>9</sup> If a different amount is not provided for by the legislation of the country of sale and is specified in an additional telegram to the [fare rules](#).

<sup>10</sup> Unless the rules provide for a different amount of deposit.

<sup>11</sup> The difference between the established percent of the penalty and the percent of the deposit (in this case 100%-20%=80%).

## **An example of an authorization telegram with special conditions for the period of high demand:**

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QN MOWUGSU CPYXXXX MOWRASU  
.MOWUGSU 125358 @A0114460

PNR ABCDEF  
AGENTU " TEST TRAVEL "RAZRESHAETSIA OFORMLENIE 30 A/B  
PO MARSHRUTU SVO-BUD-SVO SU2030/28DEC-SU2031/04JAN  
W SOOTWETSTWII S PRAWILAMI PRIMENENIIA KONFIDENCIALXNYH  
TARIFOW NETTO DLIA RAZOWYH GRUPP/ZA ISKLIUCHENIEM PUNKTOW  
OB OBESPECHITELNOM PLATEVE, WYPISKE I WOZWRATE A/BILETOW  
SOGLASNO RD MOWDUSU091220 FEB16 /.  
STOIMOSTX 1 A/B NET 154EUR + TAX .  
OBESPECHITELNIY PLATEZH 100PCT - 5552812000000,55528120000005.  
PRI OTKAZE OT PODTWERZHDENNYH MEST ILI OFORMLENNYH A/B MENEEM CHEM 30  
DNEI DO WYLETA - UDERVIWAETSIA SHTRAF W RAZMERE 100 PCT OT CENY NET .  
W BILETE UKAZATX -NON REF 100PCT .  
DIREKTOR DUSD -

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## **Modifying group PNR before ticket issuance**

### **1. Split/divide the group without entered names**

#### **D\*(N)**

where:

- D** - request code
- \*** - service symbol
- N** - the number of seats that must be split into a new PNR

For example: **D\*15** - split 15 seats from the current PNR into a new PNR.

### **2. Split/divide the group with entered names**

#### **D(PAX)**

where:

- D** - request code
- PAX** - the (ordinal) numbers of passengers from the PNR, who must be split into a new PNR

For example: **D2** - split the second passenger from PNR  
**D1,3** - split the first and third passenger from the PNR

#### **Important:**

**It is prohibited to use the SPLIT operation for changing the route or date/flight of departure/arrival for a part of the group. In this case it is necessary to create a new PNR for a new date/flight/route. The old PNR must be cancelled.**

### **3. Reduction the number of seats in the group**

Before the deposit is made a reduction the number of seats (while the rule for the minimum group size is maintained) is allowed without penalty.

To reduce the number of seats in the group it is necessary to separate the seats into a separate booking by requesting **D** and then cancel it.

## 4. Increasing the number of seats in the group

**4.1.** In case the group size increases by **10 passengers or more** you need to:

- 1) create a new group PNR for the extra number of passengers in accordance with this guide,
- 2) add a remark to the OSI element (request «**5**») or SSR OTHS (request «**3 OTHS**») that the group size has increased, specify the number of the original PNR and the total number of passengers, for example:

**5** INCREASE GRP PNR ABCDEF// TOTAL XXX PAX

The fare for the additional group will be confirmed depending on the flight load at the time the group is estimated.

The airline does not guarantee preservation of the fare offered in the original booking.

**4.2.** In case the group size increases by **1-9 passengers** (the request will be considered by the airline only before the deposit for the initial booking is paid) you need to:

- 1) create a new group PNR for the total number of passengers in accordance with this guide,
- 2) add a remark to the OSI element (request «**5**») or SSR OTHS (request «**3 OTHS**») requesting to increase the group size while preserving the confirmed fare and make sure you indicate the number of the original PNR, for example:

**5** INCREASE GRP PNR ABCDEF//PLEASE PRESERVE NET450EUR

Depending on the flight load a decision will be taken to either offer an earlier confirmed fare or to offer a new price.

If the agent agrees to accept the fare offered in the new booking the airline will by itself cancel the old confirmed booking and confirm seats in the new one.

## 5. Changing the departure date

Changing the departure date is only possible by canceling confirmed seats and creating a new group booking. If the deposit has already been paid then penalties for the refusal of confirmed seats will be charged in accordance with the rules of group fares.

## Issuing tickets for a group PNR

Manual pricing is used to issue tickets in group PNRs.

**Important:** Tickets are issued at the booking system's exchange rate on the day of issuance, not the day when the deposit is paid (even if the payment was made on conditions of 100% financial responsibility).

Fare basis is formed in accordance with the booking code (RBD) and the established minimum size of the group of the \*GVXX type, where

\* is a booking code (RBD) for which the confirmation of the group was made,

GV – fare type (group),

XX – minimum size of the group.

In accordance with these rules for the Economy and the Comfort classes of service the fare basis will always be \*GV10, for Business Class \*GV10,

where \* - is the booking code (RBD), on the basis of which the group is confirmed.

The child discount code is indicated in accordance with the general IATA rules using a manual input mask (PTM).

Tickets may be issued in the same way as tickets at published fare with indication of the fare. In this case when filling the calculation line the values of the fare components should be specified as ½ of the confirmed RT fare regardless of the RBDs in which the booking was confirmed on different segments of the route.

In case of transfer transportation the fare is divided into components according to the turnaround point.

Issuance without an indication of price is also possible. In such a case the tickets are issued as IT according to the general rules of IATA. The breakdown of the fare closed on IT must also be done correctly according to the turnaround point. Putting zeros instead of IT is prohibited.

The examples of ticketing can be found in [Appendix 1](#).

The amount of taxes and fees should be calculated on the day of ticket issuance and added to the fare<sup>12</sup>. The amount of taxes and fees collected during ticket issuance for group bookings is identical to the amount of taxes and fees collected on the same route/dates when issuing an individual ticket at public fare.

**Important:** The amount of taxes/fees can depend on the service class (Economy/Comfort/Business), RBD, terminal of departure, operating carrier, country of the POS, or the rules of calculating certain taxes/fees (fixed value or a percentage of the fare's amount). That's why test calculation has to be carried out on the segments with similar conditions. In order to check the presence of taxes that depend on the fare's value you need to carefully look at the rules of each tax or carry out an additional test calculation for another fare (i.e. a fare with a different value). If test calculations reveal the presence of such tax you need to clarify the calculation algorithm (for instance, a particular percentage of the sum of the fare value and YQ fuel surcharge). After that you need to use that same algorithm to calculate the tax for a group ticket. For a transfer itinerary that includes a flat-fare section all taxes must be collected. If the group is confirmed in an RBD for which there is no published fare then the fare in the next higher RBD for which there are published fares should be used for the test calculation of taxes/fees. Fares with the abbreviation -RI- in the fare basis (for example, RNBRISL) must not be used for the verification calculation.

Put the number of the telegram for the offered fare in the endorsement box along with the other data. Filling in the TOUR CODE field is not required.

You need to enter passport data for each passenger (DOCS) including other APIS (DOCO/DOCA) data if required for the issued route in the PNR.

It is necessary to ticket by issuing five to eight tickets then close the PNR using the **E** format and then reopen it. This is due to the limitation on the volume of information which can be transferred to the airline's system upon finishing the transaction. If you exceed that maximum some of the data may be lost.

## Modifying group PNR after ticket issuance

### 1. Cancellation of seats

If you have to cancel some of the seats it is necessary to separate (split) the seats into a separate booking with the **D** request and then cancel it.

### 2. Correction of name/replacement of passenger

Passenger replacement is allowed no later than 24 hours before the start of transportation with a penalty charged in accordance with the fare rules (if applicable).

Correction of the name field of the same passenger is done in compliance with the instructions "Instructions for making changes to personal data in bookings and agent network tickets" posted on the website in the section For Business > For Agents > Rules and Instructions according to the same rules as for an individual passenger by agent himself.

Name correction/passenger replacement of more than 24 hours before the scheduled flight departure is done according to the name change format while the SPLIT (DIVIDE) operation is not recommended.

**Exception:** If it is necessary to correct the name/replace the passenger (if allowed by the rules or permission has been obtained) less than 24 hours before the flight departure you should:

- separate passengers for whom name correction/replacement will be applied by SPLIT (DIVIDE) operation,
- check whether they were checked in online, if the coupon status is CKIN then cancel the check-in through the SU website or (in case of technical difficulties) by sending a request to change the status of coupons to e-mail [salessupport@aeroflot.ru](mailto:salessupport@aeroflot.ru),
- change the name field and reissue the ticket.

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<sup>12</sup> If the group was confirmed before Sep 15,2022 it is also necessary to add YQ/YR fees in accordance with the fee level in effect on the date of booking confirmation (via manual pricing with recalculation to the payment currency at the exchange rate on the date of ticket issuance).

When replacing a passenger with a child discount (CH) to an adult passenger it is necessary to reissue the ticket with payment of the difference in fare and taxes (if any) and a penalty (if per fare rules applied). When calculating the cost of a new ticket the exchange rate on the date of reissuance is applied.

When replacing an adult passenger to a passenger with a child discount (CH) you must add CH15 to the fare basis and reissue the ticket while maintaining the full price.

If you encounter technical difficulties in reissuing you must contact the helpdesk for agents by phone +7 (499) 681-13-11 or by e-mail [salessupport@aeroflot.ru](mailto:salessupport@aeroflot.ru).

### 3. Changing the date/flight after travel commencement

**Allowed only after departure from the point of origin but no later than 24 hours before the date of departure of the flight on a section to be changed! Route changes<sup>13</sup> are prohibited.**

#### 3.1. Changing the date/flight for the entire group:

- 1) change the flight segment to a new date/flight in the **G** booking code. Do not remove the old flight segment. After confirmation the G code will be changed to the RBD in which the tickets are issued,
- 2) add a remark to the OSI element (request «**5**») or SSR OTHS (request «**3 OTHS**») such as «pls rebook SU2072 to SU2074 with penalty 100EUR»,
- 3) send PNR to email [mowugsu@aeroflot.ru](mailto:mowugsu@aeroflot.ru) for confirmation. If necessary to urgently confirm it during weekends or holidays, request assistance from the helpdesk for agents by telephone +7 (499) 681-13-11.

#### 3.2. Changing the date/flight for a part of the group of at least 10 passengers or more (i.e. the fixed minimum size of the group or more):

- 1) separate these passengers using SPLIT (DIVIDE) operation,
- 2) then follow steps 1–3 of 3.1.

#### 3.3. Changing the date/flight for a part of the group of less than 10 passengers (i.e. less than the fixed minimum size of the group):

- 1) separate these passengers using SPLIT (DIVIDE) operation,
- 2) if there are enough seats in the initially confirmed RBD, cancel the seats refused by passengers, independently take the flight segment for a new date/flight in the same RBD and reissue the ticket in accordance with the group fare rules,
- 3) if there are no seats in the initially confirmed RBD request a flight segment for a new date/flight in the booking code G. The old flight segment does not need to be cancelled. If it is possible to confirm seats, the G code will be changed to the code in which the tickets were issued, the old segment will be cancelled by airline,
- 4) then follow steps 2–3 of 3.1.

### 4. Reissuance and refund of the tickets

Tickets are reissued and refunded in accordance with the SU group confidential net fare rules on Aeroflot flights (see For Business > For Agents > Rules and Instructions > SU Group Booking Rules > SU group confidential net fare rules (applicable for reservations made on/after 01 JUL 2019) <sup>14</sup>.

Violation of the sequence of use of flight coupons is prohibited.

Penalty for exchange is collected by the CP tax.

Penalty for a refund if ticket is issued on the TCH ticket stock is charged by means of issuing EMD (code 50). When tickets are issued on SU or BSP stock the penalty for confirmed seats cancellation will be deducted from the amount of refund.

A penalty for ticket refund (if permitted) is calculated as follows:

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<sup>13</sup> A change in the airport of departure/arrival is not a change in the itinerary.

<sup>14</sup> Unless otherwise specified in the additional telegram.

- if the Group Fare Rules indicate «in the amount of the deposit» then in the amount of the percentage established for paying the deposit which is calculated from the equivalent of the fare indicated in the ticket;
- if is set as a percentage of the fare, then as a corresponding percentage of the equivalent fare indicated in the ticket.

Recalculation and additional charge (if any) of taxes/fees (for example, in connection with the addition/removal of a stopover, change of airport/terminal) is carried out according to the general rules.

Involuntary exchanges are made in accordance with the general rules of PJSC "Aeroflot" (in accordance with the telegram MOWDUSU 190735 19JAN11).

The rules for issuing involuntary refunds are described:

- for TCH agents in the "List of grounds for generating refund requests" (RA policy of PJSC "Aeroflot") (posted on the SU information pages in the «Istok 2» information system).
- for BSP agents in the "Rules of issuing refunds using Refund Application in BSPlink" (available on the PJSC Aeroflot official website, For Business – For Agents – Rules and Instructions);
- for agents working under a direct agency agreement in the "Rules of issuing ticket refunds for agents working under the direct agency agreement and reporting via SIRAX Portal" (available on the Aeroflot PJSC official website, For Business – For Agents – Rules and Instructions).

In the event of an involuntary refund of a partially used ticket the amount is calculated on an individual basis upon request to the Sales Department.

## **Additional information**

No miles under the Aeroflot Bonus program are credited for group fare flights.

Upgrades in service class are allowed for a fee. Issuance and payment for the service are made at the check-in.

Pre-selection of seats is allowed for a fee. Issuance and payment for the service are made at the airline's own sales offices (or authorized agents acting as airline's own sales offices) provided that the group booking contains less than 50 names.

Online check-in is possible but not in all cases due to technical limitations.

The free baggage allowance for passengers in a group corresponds to the baggage allowance determined for the individual fares of the CLASSIC brand in the booked class of service.

Issuing EXST for passengers in a group is prohibited.

Rules for the carriage of non-standard baggage, requests for special services<sup>15</sup>, meals for group passengers comply with the rules for individual passengers (details can be found on the official website of PJSC "Aeroflot" [www.aeroflot.ru](http://www.aeroflot.ru)).

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<sup>15</sup> Except EXST.

## Examples of tickets issue.

For ticketing, manual pricing is used by making a fare request by command TT.

Format of request:

**TT<PAX><\*SEG>/// (Fare) / (Fare Code) <+M(RTE)></TAX><#<T1>#>**

*Parameters enclosed in ( ) are mandatory, parameters enclosed in < > are optional.*

where:

- PAX** - Ordinal number of passenger (by default – all passengers)
- SEG** - Number of segment (by default – all segments)
- Fare** - either published fare value with currency code, or IT (inclusive tour fare type) = fare value with currency code
- Fare Basis** – for Economy and Comfort service classes, the fare basis will always be \*GV10, where \* - booking code (RBD), for which the group was confirmed
- +M** - Indicator, indicating that the next parameter refers to a route number
- RTE** - Route number when assessed by route fare
- TAX** - fees to be reflected in the ticket and itinerary receipt, including the tax with the ZZ code when issuing on the TCH stock.
- T1** - printable text in the Endorsement box (up to 29 characters)
- #** - service symbol

For example:

**TT1///IT=19000.RUB/GGV10#MOWUGSU 113860#**

If the separator # is not specified at the end, then the message «EXCESS DETAILS» is displayed.

An example of manual pricing of a group transportation as published with a fare indication:

**TT///19000./GGV10#MOWUGSU 113860#**

**Important:** Temporarily, until the ARS makes adjustments, in case of issuing tickets with a hidden IT-fare, the fare value must be indicated in the currency of transportation payment at the exchange rate on the day the ticket is issued. The determination of the amount in the currency of transportation payment, if the fare is indicated in a telegram in another currency, is made manually.

To do this, the BSR currency conversion rate (ICER) on the day the ticket is issued is determined by the request:

**VP/CER/(DATA)//SU/(Fare Currency Code)/(Payment Currency Code)**

For example:

**VP/CER/2312//SU/EUR/RUB**

The fare amount is calculated in the currency of payment – it is multiplied by the ICER rate on the day of ticket issuance.

In situations where the offered fare currency differs from the payment currency, the agent must use the «30THS PRD1» request and execute the **EO** command to save the information in the PNR before using the **TT** request.

It is recommended to print tickets 5-8 in one transaction and then close the booking with the EO format. This is due to the fact that the volume of information transmitted to the airline's system at the completion of a transaction is limited, and if the maximum is exceeded, some data may be lost.

```
VIRTUAL COUPON RECORD
5552751136482          NAME-ZUBIKOV/NIKITA IVANOVICH
TTL NBR OF CPNS- 4 DATE OF ISSUE-03SEP21 PNR-PRYUGE 09SEP21
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
 1 SU 1531 Q 07SEP TOFSVO 820A OK QGV10 OK
 2X SU 1464 Q 07SEP SVOSKX 1110A OK QGV10 OK
 30 SU 1465 L 09SEP SKXSVO 135P OK LGV10 OK
 4X SU 1530 L 09SEP SVOTOF 1105P OK LGV10 OK

FARE RUB          25600 TAX      8260YQ TAX      1002RI TOTAL RUB
34862

FARE CALC TOF SU X/MOW SU SKX12800SU X/MOW SU TOF12800RUB25600
END
FCMI-1
```

FORM OF PAYMENT  
FOP-CHECK  
DATE OF ISSUE-03SEP21 ISSUED AT-KJA 8EUI ANA  
ARC/IATA NBR-92220000  
ENDORSEMENTS/RESTRICTIONS-  
P6917800161//SU ONLY MOWUGSU 113860

VIRTUAL COUPON RECORD  
5552957686825 NAME-SAGIBINA/IRINA ANDREEVNA MISS  
TTL NBR OF CPNS- 4 DATE OF ISSUE-13SEP21 PNR-XANWUP 13OCT21  
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT  
1 SU 6574 E 23SEP KJALED 540A OK EGV10/CH15 OK  
2X SU 6885 E 23SEP LEDSIP 835A OK EGV10/CH15 OK  
30 SU 1627 E 13OCT SIPSVO 225A OK EGV10/CH15 OK  
4X SU 1486 E 13OCT SVOKJA 755A OK EGV10/CH15 OK

FARE RUB IT TAX 8260YQ TAX 646RI TOTAL RUB  
IT

FARE CALC KJA SU X/LED SU SIP M/IT SU X/MOW SU KJA M/IT RUB  
M/IT END

FCMI-1  
FORM OF PAYMENT  
FOP-CASH  
DATE OF ISSUE-13SEP21 ISSUED AT-KJA 8EUI ABO  
ARC/IATA NBR-92220000  
ENDORSEMENTS/RESTRICTIONS-  
PIBA799186//SU ONLY MOWUGSU 121419

VIRTUAL COUPON RECORD  
5553194621063 NAME-KRUTOV/ANDREY DMITRIEVICH  
TTL NBR OF CPNS- 2 DATE OF ISSUE-10DEC21 PNR-MFGRTY 28DEC21  
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT  
1 SU 2320 T 22OCT SVOMUC 755A NS TGV10/IN90 OK  
20 SU 2321 Q 26OCT MUCSVO 1005A NS QGV10/IN90 OK

FARE EUR IT TAX 4530YQ TAX 246RI TOTAL RUB  
IT

FARE CALC MOW SU MUC M/IT SU MOW M/IT RUB M/IT END

FCMI-1  
FORM OF PAYMENT  
FOP-CHECK  
DATE OF ISSUE-10DEC21 ISSUED AT-KJA 8EUI ABO  
ARC/IATA NBR-92220000  
ENDORSEMENTS/RESTRICTIONS-  
PIBA893839//SU ONLY MOWUGSU 125440

VIRTUAL COUPON RECORD  
5553194621063 NAME-KRUTOV/ANDREY DMITRIEVICH  
TTL NBR OF CPNS- 2 DATE OF ISSUE-10DEC21 PNR-MFGRTY 28DEC21  
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT  
1 SU 1485 T 24DEC KJASVO 905A NS TGV10/IN00 OK  
20 SU 1482 Q 28DEC SVOKJA 115A NS QGV10/IN00 OK

FARE RUB FREE TOTAL RUB FREE

FARE CALC KJA SU MOW0 SU KJA0RUB0END

FCMI-1  
FORM OF PAYMENT  
FOP-CHECK  
DATE OF ISSUE-10DEC21 ISSUED AT-KJA 8EUI ABO  
ARC/IATA NBR-92220000  
ENDORSEMENTS/RESTRICTIONS-  
PIBA893839//SU ONLY MOWUGSU 127890

### Issuing a deposit for group bookings by TCH agents through EMD-S.

When confirming a group, a time limit is set for the agent to pay a deposit for each confirmed seat in the group. The deposit amount is calculated from the full assigned fare for an adult passenger (excluding CH discount) regardless of the actual number of children in the group.

The deposit is produced by issuing EMD for the «Deposits Down Payments» service. To do this, one fictitious name DEPOSIT/PREPAYMENT is entered into the group booking and an EMD is issued for the amount of the established deposit. If the group size exceeds 50 passengers and the group is booked in multiple PNRs, a separate EMD must be issued for each part of the group.

In the EMD for payment of a deposit the mandatory elements are:

- passenger name – is always DEPOSIT/PREPAYMENT;
- fare - the amount of the deposit in the currency of the assigned fare;
- total – deposit amount in payment currency;
- Endorsements/Restrictions:

GROUP TCPXX PREPAYMENT YYPCT NONREF/ EMD REFUND/TICKETING ONLY IN 99ABC<sup>16</sup>,  
where:

XX – number of passengers in a group;

YY – the amount of the deposit as a percentage of the assigned fare;

99ABC – code of agent who issues EMD.

An example of issuing an EMD to pay a deposit in the amount of 20% of the assigned fare of 150 EUR for a group of 30 people ( $150 \times 30 \times 0.2 = 900$  EUR). Procedure of actions:

1. Add an SVC element to a previously displayed group booking:

**3SS1 SU HD1 MOW 30JUL/D/997/DEPOSITS DOWN PAYMENTS**

where:

**3SS** - booking code of SVC service

**1** - ordinal number of the passenger for whom the service is booked

**SU** - airline code

**HD1** - status code and number of requested services

**MOW** - city code, where EMD will be presented

**30JUL** - date of the service rendering

**D** - RFIC

**997** - RFISC

**DEPOSITS DOWN PAYMENTS** - name of service

2. Enter the SSR OTHS with the EDTX code to fill in the «Endorsements/Restrictions» box:

**3 N1 OTHS EDTX GROUP TCP30 PREPAYMENT 20PCT NONREF/ EMD REFUND/TICKETING ONLY IN 99ABC**

where:

**3** - SSR request code

**N1** - identifier and ordinal number of the passenger for whom the service is booked

**OTHS** - booking code of SSR

**EDTX** - special code for filling in the «Endorsements/Restrictions» box in EMD

**TCP30** - number of passengers in a group

**20PCT** - the amount of the deposit

**99ABC** - code of agent

3. Save the transaction with request command **EO**.

4. Display the manual mask in order to to create EMD:

**EMDN+S1 : TCH=61**

where:

**EMDN** - request code

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<sup>16</sup> Information in the Endorsements/Restrictions field must be entered strictly in the specified sequence.

**S1** - ordinal number of SVC element in PNR

**:TCH=61** - indication of the TCH code for issuing the amount to be paid as payment for future transportation

5. Fill in the manual mask:

- in the field «FARE FOR THE SERVICE» enter the amount of deposit in the currency of the publication of the fare,
- enter the currency conversion rate if the fare currency differs from the payment currency
- in the field «FORM OF PAYMENT» enter the form of the payment and the amount.

6. After receiving the system response «ALL EMD SAVED», print the EMD using the EMDP request, for example, **EMDP/997**.

```
ELECTRONIC MISCELLANEOUS DOCUMENT - S/STANDALONE
5556150026985          NAME-DEPOSIT/PREPAYMENT
NAME REF-01JAN00
TTL NBR OF CPNS-01 DATE OF ISSUE-27APR22 PNR-DNHYVG EXP-28APR23
REASON FOR ISSUANCE CODE-D/FINANCIAL IMPACT
CPN A/L                BRDOFF  RFISC  STAT
  1  SU                 MOW     997   RFND

BASE VALUE  EUR      900.00    EQUIV VALUE RUB      77400
TOTAL VALUE RUB      77400
```

```
FCMI-1
FORM OF PAYMENT
FOP- CA
DATE OF ISSUE-27APR22 ISSUED AT-MOW 99GRS 444
ARC/IATA NBR - 00118580
ENDORSEMENTS/RESTRICTIONS-
GROUP TCP30 PREPAYMENT 20PCT NONREF/ EMD REFUND/TICKETIN
G ONLY IN 99GRS
```

If it is necessary to make an additional deposit (for example, a deposit of 20% of the assigned fare for each seat was issued and the remaining 80% is required for a group on conditions of 100% financial responsibility), a second fictitious name DEPOSIT/PREPAYMENT TWO is entered into the booking and issued in the same way one more EMD for the remaining amount.

It is prohibited to issue EMD «Deposits Down Payments» for the amount of taxes and fees (paid only when issuing tickets).

After receiving a telegram with permission to issue a group, but no later than the time limit established by the rules of the group fare, tickets are issued for their full cost (assigned fare + taxes/fees).

In case of refusal of part of the seats in the group, a seat for DEPOSIT/PREPAYMENT is also subject to cancellation. After canceling the unsold seats and completing the issuance of tickets for all real passengers the EMD "Deposits Down Payments" is refunded through ARS «Sirena-Travel» with the issuance of an EMD (code 50, RFISC 995) for a penalty (if applicable) for refusing confirmed seats. In the EMD, in the Endorsements/Restrictions box, you should indicate the purpose of the payment (CANCEL FEE), the number of cancelled seats, the percentage of the non-refundable part of the deposit (20% or 100%).

For example: CANCEL FEE, 1TCP, 100PCT.

An example of issuing an EMD for a penalty for refusing one confirmed seat in the amount of 100% of the assigned fare. Sequence of actions:

1. Add an SVC element to a previously displayed group booking:

**3SS1 SU HD1 MOW 11MAY/D/995/CANCELLATION PENALTY**

where:

**3SS** - booking code of service SVC

**1** - ordinal number of passenger, for whom the service is booked

**SU** - airline code

**HD1** - status code and the number of requested services

**MOW** - city code where the EMD will be presented

**11MAY** - date of service rendering  
**D** - RFIC code  
**995** - RFISC code  
**CANCELLATION PENALTY** - name of service

2. Enter SSR OTHS with code EDCF for filling in the «Endorsements/Restrictions» box of EMD:

**3 N1 OTHS EDCF CANCEL FEE 1TCP 100PCT**

where:

**3** - SSR request code  
**N1** - identifier and ordinal number of the passenger, for whom the service is booked  
**OTHS** - booking code of SSR  
**EDCF** - special code for filling in the «Endorsements/Restrictions» box in EMD for penalty  
**CANCEL FEE 1TCP 100PCT** - text for filling in the «Endorsements/Restrictions» box

3. Save with request **EO**.

4. Display manual mask for creating EMD:

**EMDN+S2:TCH=50**

where:

**EMDN** - request code  
**S2** - the ordinal number of SVC element in PNR  
**:TCH=50** - indication of TCH code for issuing penalties/fees, set by the carrier in case of refusal from carriage or change of conditions of carriage

5. Fill in the manual mask:

- enter the amount of the penalty in the currency of the fare publication in the field «FARE FOR THE SERVICE»,
- enter the number EMD 997 «Deposits Down Payments» in the field «DOCUMENT NUMBER»
- enter the currency conversion rate if the fare currency differs from the payment currency
- enter the amount and form of payment in the field «FORM OF PAYMENT»

6. After receiving a system response «ALL EMD SAVED» print EMD by request **EMDP**, for example, **EMDP/995**.

ELECTRONIC MISCELLANEOUS DOCUMENT - S/STANDALONE  
5556150027169 NAME-DEPOSIT/PREPAYMENT  
NAME REF-01JAN00  
TTL NBR OF CPNS-01 DATE OF ISSUE-11MAY22 PNR-DNHYVG EXP-12MAY23  
REASON FOR ISSUANCE CODE-D/FINANCIAL IMPACT  
CPN A/L BRDOFF RFISC STAT  
1 SU 995 USED

BASE VALUE EUR 100.00 EQUIV VALUE RUB 8600  
TOTAL VALUE RUB 8600

FCMI-1  
FORM OF PAYMENT  
FOP- CA  
DATE OF ISSUE-11MAY22 ISSUED AT-MOW 99GRS 32  
ARC/IATA NBR - 00118580  
REFERENCED TO DOCUMENT - 5556150026985  
ENDORSEMENTS/RESTRICTIONS-  
CANCEL FEE 1TCP 100PCT

If there was no refusal of part of the seats in the group PNR, then a full refund of EMD «Deposits Down Payments» is made through the ARS, the name DEPOSIT/PREPAYMENT is changed to the name of the real passenger and tickets are issued for all passengers in the group.

### Attention:

Tickets in the confirmed booking must be issued no later than the time limit set by the airline.

It is forbidden to issue tickets without a permission telegram (the telegram number is indicated in the Endorsements/Restrictions box of each issued ticket).

It is not possible to make an exchange operation for the issued EMD «Deposits Down Payments».

Group transportation should only be issued in two separate operations - issuing tickets for their full cost (assigned fare + taxes/fees) and simultaneous refund of the deposit (taking into account the penalty for refusing confirmed seats).

**It is strictly forbidden:**

- ticket issue by offsetting part of the deposit in the cost of the ticket (reduction of the fare by the amount of the deposit);
- perform an exchange operation from an ticket to EMD «Deposits Down Payments».

In case of violation of issuing group transportation agents may be subject to penalties in accordance with the current ADM policy of PJSC "Aeroflot" for the relevant sales channel.

### Issuing a deposit for group bookings by BSP agents and by agents working under direct agency agreement through EMD-S.

When confirming a group, a time limit is set for the agent to pay a deposit for each confirmed seat in the group. The deposit amount is calculated from the full assigned fare for an adult passenger (excluding CH discount) regardless of the actual number of children in the group.

The deposit is produced by issuing EMD for the «Deposits Down Payments» service. To do this, one fictitious name DEPOSIT/PREPAYMENT is entered into the group booking and an EMD is issued for the amount of the established deposit. If the group size exceeds 50 passengers and the group is booked in multiple PNRs, a separate EMD must be issued for each part of the group.

In the EMD for payment of a deposit the mandatory elements are:

- passenger name – is always DEPOSIT/PREPAYMENT;
- fare - the amount of the deposit in the currency of the assigned fare;
- total – deposit amount in payment currency;
- Endorsements/Restrictions:  
GROUP TCPXX PREPAYMENT YYPCT NONREF,  
where:  
XX – number of passengers in a group;  
YY – the amount of the deposit as a percentage of the assigned fare.

An example of issuing an EMD to pay a deposit in the amount of 20% of the assigned fare of 150 EUR for a group of 30 people ( $150 \times 30 \times 0.2 = 900$  EUR). Procedure of actions:

1. Add an SVC element to a previously displayed group booking:

**3SS1 SU HD1 MOW 30JUL/D/997/DEPOSITS DOWN PAYMENTS**

where:

**3SS** - booking code of SVC service

**1** - ordinal number of the passenger for whom the service is booked

**SU** - airline code

**HD1** - status code and number of requested services

**MOW** - city code, where EMD will be presented

**30JUL** - date of the service rendering

**D** - RFIC

**997** - RFISC

**DEPOSITS DOWN PAYMENTS** - name of service

2. Enter the SSR OTHS with the EDTX code to fill in the «Endorsements/Restrictions» box:

**3 N1 OTHS EDTX GROUP TCP30 PREPAYMENT 20PCT NONREF**

where:

**3** - SSR request code

**N1** - identifier and ordinal number of the passenger for whom the service is booked

**OTHS** - booking code of SSR

**EDTX** - special code for filling in the «Endorsements/Restrictions» box in EMD

**TCP30** - number of passengers in a group

**20PCT** - the amount of the deposit

3. Save the transaction with request command **EO**.

4. Display the manual mask in order to create EMD:

**EMDN+S1**

where:

**EMDN** - request code

**S1** - ordinal number of SVC element in PNR

5. Fill in the manual mask:

- in the field «FARE FOR THE SERVICE» enter the amount of deposit in the currency of the publication of the fare,

- enter the currency conversion rate if the fare currency differs from the payment currency
- in the field «FORM OF PAYMENT» enter the form of the payment and the amount.

6. After receiving the system response «ALL EMD SAVED», print the EMD using the EMDP request, for example, **EMDP/997**.

```
ELECTRONIC MISCELLANEOUS DOCUMENT - S/STANDALONE
5559500026985          NAME-DEPOSIT/PREPAYMENT
NAME REF-01JAN00
TTL NBR OF CPNS-01 DATE OF ISSUE-27APR22 PNR-DNHYVG EXP-28APR23
REASON FOR ISSUANCE CODE-D/FINANCIAL IMPACT
CPN A/L                BRDOFF  RFISC  STAT
  1 SU                  MOW      997   OK

BASE VALUE  EUR      900.00      EQUIV VALUE RUB      77400
TOTAL VALUE RUB      77400
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```
FCMI-1
FORM OF PAYMENT
FOP- CA
DATE OF ISSUE-27APR22 ISSUED AT-MOW 99GRS 444
ARC/IATA NBR - 00118580
ENDORSEMENTS/RESTRICTIONS-
GROUP TCP30 PREPAYMENT 20PCT NONREF
```

If it is necessary to make an additional deposit (for example, a deposit of 20% of the assigned fare for each seat was issued and the remaining 80% is required for a group on conditions of 100% financial responsibility), a second fictitious name DEPOSIT/PREPAYMENT TWO is entered into the booking and issued in the same way one more EMD for the remaining amount.

It is prohibited to issue EMD «Deposits Down Payments» for the amount of taxes and fees (paid only when issuing tickets).

After receiving a telegram with permission to issue a group, but no later than the time limit established by the rules of the group fare, tickets are issued for their full cost (assigned fare + taxes/fees).

In case of refusal of part of the seats in the group, a seat for DEPOSIT/PREPAYMENT is also subject to cancellation. After canceling the unsold seats and completing the issuance of tickets for all real passengers the EMD "Deposits Down Payments" is refunded through ARS «Sirena-Travel» with the issuance of an EMD (code 50, RFISC 995) for a penalty (if applicable) for refusing confirmed seats. In the EMD, in the Endorsements/Restrictions box, you should indicate the purpose of the payment (CANCEL FEE), the number of cancelled seats, the percentage of the non-refundable part of the deposit (20% or 100%).

For example: CANCEL FEE, 1TCP, 100PCT.

An example of issuing an EMD for a penalty for refusing one confirmed seat in the amount of 100% of the assigned fare. Sequence of actions:

1. Add an SVC element to a previously displayed group booking:  
**3SS1 SU HD1 MOW 11MAY/D/995/CANCELLATION PENALTY**

where:

**3SS** - booking code of service SVC

**1** - ordinal number of passenger, for whom the service is booked

**SU** - airline code

**HD1** - status code and the number of requested services

**MOW** - city code, where EMD will be presented

**11MAY** - date of service rendering

**D** - RFIC

**995** - RFISC

**CANCELLATION PENALTY** - name of service

2. Enter SSR OTHS with code EDTX for filling in the «Endorsements/Restrictions» box of EMD:

**3 N1 OTHS EDCF CANCEL FEE 1TCP 100PCT**

where:

- 3 - SSR request code
- N1 - identifier and ordinal number of the passenger, for whom the service is booked
- OTHS - booking code of SSR
- EDTX - special code for filling in the «Endorsements/Restrictions» box in EMD for penalty
- CANCEL FEE 1TCP 100PCT - text for filling in the «Endorsements/Restrictions» box

3. Save with request EO.

4. Display manual mask for creating EMD:

**EMDN+S2**

where:

- EMDN - request code
- s2 - the ordinal number of SVC element in PNR

5. Fill in the manual mask:

- enter the amount of the penalty in the currency of the fare publication in the field «FARE FOR THE SERVICE»,
- enter the number EMD 997 «Deposits Down Payments» in the field «DOCUMENT NUMBER»
- enter the currency conversion rate if the fare currency differs from the payment currency
- enter the amount and form of payment in the field «FORM OF PAYMENT»

6. After receiving a system response «ALL EMD SAVED» print EMD by request EMDP, for example, **EMDP/995**.

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ELECTRONIC MISCELLANEOUS DOCUMENT - S/STANDALONE
5559500027169          NAME-DEPOSIT/PREPAYMENT
NAME REF-01JAN00
TTL NBR OF CPNS-01 DATE OF ISSUE-11MAY22 PNR-DNHVVG EXP-12MAY23
REASON FOR ISSUANCE CODE-D/FINANCIAL IMPACT
CPN A/L              BRDOFF  RFISC  STAT
  1  SU                995    USED

BASE VALUE  EUR      100.00      EQUIV VALUE RUB      8600
TOTAL VALUE RUB      8600

FCMI-1
FORM OF PAYMENT
FOP- CA
DATE OF ISSUE-11MAY22  ISSUED AT-MOW  99GRS 32
ARC/IATA NBR - 00118580
REFERENCED TO DOCUMENT - 5559500027143
ENDORSEMENTS/RESTRICTIONS-
CANCEL FEE 1TCP 100PCT
```

If there was no refusal of part of the seats in the group PNR, then a full refund of EMD «Deposits Down Payments» is made through the ARS, the name DEPOSIT/PREPAYMENT is changed to the name of the real passenger and tickets are issued for all passengers in the group.

**Attention:**

Tickets in the confirmed booking must be issued no later than the time limit set by the airline.

It is forbidden to issue tickets without a permission telegram (the telegram number is indicated in the Endorsements/Restrictions box of each issued ticket).

It is not possible to make an exchange operation for the issued EMD «Deposits Down Payments».

Group transportation should only be issued in two separate operations - issuing tickets for their full cost (assigned fare + taxes/fees) and simultaneous refund of the deposit (taking into account the penalty for refusing confirmed seats).

**It is strictly forbidden:**

- ticket issue by offsetting part of the deposit in the cost of the ticket (reduction of the fare by the amount of the deposit);

- perform an exchange operation from an ticket to EMD «Deposits Down Payments».

In case of violation of issuing group transportation agents may be subject to penalties in accordance with the current ADM policy of PJSC "Aeroflot" for the relevant sales channel.

### Issuance of a deposit for group bookings by BSP agents through issuing a ticket for DEPOSIT PREPAYMENT<sup>17</sup>.

When confirming a group, a time limit is set for the agent to pay a deposit for each confirmed place in the group. The deposit amount is calculated from the full assigned fare for an adult passenger (excluding CH discount) regardless of the actual number of children in the group.

The deposit is produced by issuing an air ticket. To do this, one fictitious name DEPOSIT/PREPAYMENT is entered into the group booking and a ticket is issued using the manual pricing method for the amount of the established security deposit. No commission is applied when issuing a ticket on the BSP ticket stock for DEPOSIT/PREPAYMENT. If the group size exceeds 50 passengers and it is booked in several PNRs, a separate DEPOSIT PREPAYMENT ticket must be issued for each part of the group.

In the ticket for payment of the deposit, the mandatory elements are:

- name of passenger – is always DEPOSIT/PREPAYMENT;
- fare basis – always GGV10;
- fare – the amount of the deposit in the currency of the assigned fare (it is not possible to issue with a hidden value fare as IT/BT);
- total – deposit amount in payment currency;
- taxes/fees – all are excluded;
- Endorsements/Restrictions:  
GROUP TCPXX PREPAYMENT YYPCT NONREF,  
where:  
XX – number of passengers in the group;  
YY – the amount of the advance payment as a percentage of the assigned fare;
- tour code – not filled.

Since the electronic ticket issuance in the ARS is available only if there is a date of birth and data on an identity document, the following is entered into the ticket: the date of birth is 01JAN00, the identity document is UD1, and its validity period is 01DEC30.

An example of a ticket issued to pay a deposit in the amount of 20% of the assigned fare of 150 EUR for a group of 30 people ( $150 \times 30 \times 0.2 = 900$  EUR):

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VIRTUAL COUPON RECORD
555 3741637057          NAME-DEPOSIT/PREPAYMENT
TTL NBR OF CPNS- 1 DATE OF ISSUE-29MAR22 PNR-JWMICG      29MAR22
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B          STAT
 1  SU  1872  N  10SEP  MOWTAS  1000A OK GGV10          OK

FARE EUR  900.00  EQUIV PAID RUB   94950  TOTAL RUB  94950

FARE CALC MOW SU TAS1027.43NUC1027.43END ROE0.875971

FCMI-1
FORM OF PAYMENT
FOP-CASH
DATE OF ISSUE-29MAR22      ISSUED AT-MOW      99GR 32
ARC/IATA NBR-00118580
ENDORSEMENTS/RESTRICTIONS-
  PUD1/DOB01JAN00/NDSA/C0.00/GROUP TCP30 PREPAYMENT 20PCT NONREF
```

If it is necessary to make an additional deposit (for example, a deposit of 20% of the assigned fare for each seat was issued and the remaining 80% is required for a group on conditions of 100% financial responsibility), the second fictitious name DEPOSIT/PREPAYMENT TWO is entered into the booking and issued in the same way one more ticket for the remaining amount.

<sup>17</sup> Valid only in case of technical impossibility to issue an EMD-S.

It is forbidden to issue a DEPOSIT/PREPAYMENT ticket for the amount of taxes and fees (paid only when issuing tickets).

After receiving a telegram with permission to issue a group, but no later than the time established by the rules of the group fare, tickets are issued for their full cost (assigned fare + taxes / fees).

In case of refusal of part of the seats in the group, a seat for DEPOSIT/PREPAYMENT is also subject to cancellation. After the cancellation of unsold seats and the completion of issuing tickets for all real passengers, the DEPOSIT/PREPAYMENT ticket is refunded through the ARS Sirena-Travel minus the amount of the fine (if applicable) for refusing confirmed seats.

When a «DEPOSIT PREPAYMENT» ticket is refunded on a BSP stock the cancellation fee for confirmed seats will be deducted from the refund amount.

If there was no refusal of part of the seats in the group PNR, then a full refund of the DEPOSIT/PREPAYMENT ticket is made through the ARS, the name of the DEPOSIT/PREPAYMENT is changed to the name of the real passenger and air tickets are issued for all passengers in the group.

**Attention:**

Air tickets in a confirmed booking must be issued no later than the time limit set by the airline.

It is forbidden to issue tickets without a permission telegram (the telegram number must be indicated in the Endorsements/Restrictions field of each issued ticket).

An exchange operation cannot be performed on an issued ticket for DEPOSIT/PREPAYMENT.

Group transportation should be issued only in two separate operations - issuing tickets for their full cost (assigned fare + taxes/fees) and simultaneous refund of the deposit (minus a penalty for refusing confirmed seats).

**It is strictly forbidden:**

- ticket issuance by offsetting part of the deposit in the cost of the air ticket (reduction of the fare by the amount of the deposit);
- perform an exchange operation from an air ticket to a DEPOSIT/PREPAYMENT air ticket.

In case of violation of group transportation, agents may be subject to penalties in accordance with the current ADM policy of PJSC "Aeroflot" for the relevant sales channel.