Amadeus Airline Ancillary Services

KQ Distribution Policy
Guidelines for Travel Agencies

10 September 2014
INDEX

WHAT IS AN EMD? .................................................................................................................. 6
  What is the difference between an Associated versus a Standalone EMD? .................. 6
  How to Create Chargeable Services in the PNR Depending on the EMD Type .......... 6
  What are RFICs/RFISCs? ................................................................................................. 7
  How RFICs/RFISCs are used in the EMD TSM ............................................................ 7
  What is the EMD Coupon Structure? .............................................................................. 7
  When to use an SVC Segment ...................................................................................... 8
  When to use an SSR Element ...................................................................................... 8
  Travel Agencies not yet using EMD ............................................................................. 8
EMD-A SPECIFIC BEHAVIOUR ......................................................................................... 8
  EMD status codes ......................................................................................................... 8
  Association / Disassociation ....................................................................................... 8
WHAT IS AN ANCILLARY SERVICE (AAAS)? ................................................................. 9
Medical Facilitation Charges (MEDF) ............................................................................ 10
  A. Service description and purpose ........................................................................... 10
  B. Detailed EMD flow .................................................................................................. 10
    1/ Initial PNR ............................................................................................................... 10
    2/ Booking .................................................................................................................. 10
    3/ Pricing ..................................................................................................................... 10
    4/ Issuance .................................................................................................................. 10
    5/ EMD Display .......................................................................................................... 11
    6/ Other Airline’s specificities (if applicable) ............................................................ 11
    7/ Service Change Rules .......................................................................................... 11
Bike (BIKE) ...................................................................................................................... 12
  A. Service description and purpose ........................................................................... 12
  B. Detailed EMD flow .................................................................................................. 12
    1/ Initial PNR ............................................................................................................... 12
    2/ Booking .................................................................................................................. 12
    3/ Pricing ..................................................................................................................... 12
    4/ Issuance .................................................................................................................. 12
    5/ EMD Display .......................................................................................................... 13
    6/ Other Airline’s specificities (if applicable) ............................................................ 13
    7/ Service Change Rules .......................................................................................... 13
POLO SHIRT – Small (PSSM) .......................................................................................... 14
  A. Service description and purpose ........................................................................... 14
  B. Detailed EMD flow .................................................................................................. 14
    1/ Initial PNR ............................................................................................................... 14
    2/ Booking .................................................................................................................. 14
    3/ Pricing ..................................................................................................................... 14
    4/ Issuance .................................................................................................................. 14
    5/ EMD Display .......................................................................................................... 14
    6/ Other Airline’s specificities (if applicable) ............................................................ 15
    7/ Service Change Rules .......................................................................................... 15
POLO SHIRT – Medium (PSME) ...................................................................................... 16
A. Service description and purpose .................................................................................................................. 16
B. Detailed EMD flow ........................................................................................................................................ 16
   1/ Initial PNR ................................................................................................................................................ 16
   2/ Booking ................................................................................................................................................. 16
   3/ Pricing ................................................................................................................................................... 16
   4/ Issuance ................................................................................................................................................ 16
   5/ EMD Display ....................................................................................................................................... 16
   6/ Other Airline's specificities (if applicable) .......................................................................................... 17
   7/ Service Change Rules ......................................................................................................................... 17
POLO SHIRT – Large (PSLG) ............................................................................................................................. 18
A. Service description and purpose .................................................................................................................. 18
B. Detailed EMD flow ........................................................................................................................................ 18
   1/ Initial PNR ................................................................................................................................................ 18
   2/ Booking ................................................................................................................................................. 18
   3/ Pricing ................................................................................................................................................... 18
   4/ Issuance ................................................................................................................................................ 18
   5/ EMD Display ....................................................................................................................................... 18
   6/ Other Airline's specificities (if applicable) .......................................................................................... 19
   7/ Service Change Rules ......................................................................................................................... 19
Surf Equipment (SPEQ SU) ............................................................................................................................. 20
A. Service description and purpose .................................................................................................................. 20
B. Detailed EMD flow ........................................................................................................................................ 20
   1/ Initial PNR ................................................................................................................................................ 20
   2/ Booking ................................................................................................................................................. 20
   3/ Pricing ................................................................................................................................................... 20
   4/ Issuance ................................................................................................................................................ 20
   5/ EMD Display ....................................................................................................................................... 20
   6/ Other Airline's specificities (if applicable) .......................................................................................... 21
   7/ Service Change Rules ......................................................................................................................... 21
Ski Equipment (SPEQ SK) ............................................................................................................................... 22
A. Service description and purpose .................................................................................................................. 22
B. Detailed EMD flow ........................................................................................................................................ 22
   1/ Initial PNR ................................................................................................................................................ 22
   2/ Booking ................................................................................................................................................. 22
   3/ Pricing ................................................................................................................................................... 22
   4/ Issuance ................................................................................................................................................ 22
   5/ EMD Display ....................................................................................................................................... 22
   6/ Other Airline's specificities (if applicable) .......................................................................................... 23
   7/ Service Change Rules ......................................................................................................................... 23
Golfing Equipment (SPEQ GO) .......................................................................................................................... 24
A. Service description and purpose .................................................................................................................. 24
B. Detailed EMD flow ........................................................................................................................................ 24
   1/ Initial PNR ................................................................................................................................................ 24
   2/ Booking ................................................................................................................................................. 24
   3/ Pricing ................................................................................................................................................... 24
   4/ Issuance ................................................................................................................................................ 24
   5/ EMD Display ....................................................................................................................................... 24
   6/ Other Airline's specificities (if applicable) .......................................................................................... 25
   7/ Service Change Rules ......................................................................................................................... 25
7/ Service Change Rules ................................................................. 26

**Big Fish Equipment (SPEQ FB)** .................................................... 27

A. Service description and purpose ................................................. 27

B. Detailed EMD flow ..................................................................... 27

1/ Initial PNR .................................................................................... 27
2/ Booking ....................................................................................... 27
3/ Pricing ......................................................................................... 27
4/ Issuance ...................................................................................... 27
5/ EMD Display ............................................................................... 28
6/ Other Airline’s specificities (if applicable)................................. 29
7/ Service Change Rules ................................................................. 29

**Fishing Equipment (SPEQ FI)** ....................................................... 30

A. Service description and purpose ................................................. 30

B. Detailed EMD flow ..................................................................... 30

1/ Initial PNR .................................................................................... 30
2/ Booking ....................................................................................... 30
3/ Pricing ......................................................................................... 30
4/ Issuance ...................................................................................... 30
5/ EMD Display ............................................................................... 31
6/ Other Airline’s specificities (if applicable)................................. 32
7/ Service Change Rules ................................................................. 32

**Diving Equipment (SPEQ DI)** ....................................................... 33

A. Service description and purpose ................................................. 33

B. Detailed EMD flow ..................................................................... 33

1/ Initial PNR .................................................................................... 33
2/ Booking ....................................................................................... 33
3/ Pricing ......................................................................................... 33
4/ Issuance ...................................................................................... 34
5/ EMD Display ............................................................................... 34
6/ Other Airline’s specificities (if applicable)................................. 34
7/ Service Change Rules ................................................................. 35

**EMD SALES CANCELLATION (VOID)** ........................................ 36

**EMD REFUND** ........................................................................... 37

**Consumed at Issuance** ............................................................... 37

**EMD EXCHANGE (REISSUE)** ..................................................... 37

**Consumed at Issuance** ............................................................... 37

**List of AAAS entries** .................................................................. 38
**WHAT IS AN EMD?**

EMD stands for **E**lectronic **M**iscellaneous **D**ocument. An EMD allows you to sell and track the usage of charges, for example excess baggage charges, change fees and a residual value. The EMD is the solution for all fees collected outside a ticket. It will replace all existing virtual miscellaneous documents and IATA VMPDs by end 2013.

- Please keep in mind that **EMD is basically an empty (but secure) shell that has to be priced manually**. EMD automatic pricing is anyhow possible with the Amadeus Ancillary Services solution or with Amadeus Ticket Changer. These solutions are not included in the IATA EMD solution and are sold independently of EMD. This document deals therefore with EMD only.

What is the difference between an Associated versus a Standalone EMD?

- There are two types of EMDs, the standalone EMD (**EMDS**) and the associated EMD (**EMDA**) that can be associated to e-ticket coupons. The two types differ in their behaviour and usage. Here are the main characteristics:

<table>
<thead>
<tr>
<th>1. Standalone EMD (EMDS)</th>
<th>2. Associated EMD (EMDA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A standalone EMD is issued for a residual value or the collection of miscellaneous charges that are not lifted with an e-ticket coupon. For example group deposits and change fees.</td>
<td>An associated EMD is issued for the collection of miscellaneous charges and excess baggage charges that are lifted (considered used) at the same time as the e-ticket coupon. For example, sports equipment and excess baggage.</td>
</tr>
<tr>
<td>The standalone EMD can consist of a single or multiple value coupons depending on airline background settings.</td>
<td>The associated EMD can consist of a single or multiple value coupons that are directly linked to individual flight coupons.</td>
</tr>
<tr>
<td>It can be issued in connection with individual e-ticket coupons or an e-ticket.</td>
<td>Each EMD coupon that is associated to an e-ticket is referenced in the e-ticket record with the corresponding e-ticket coupon.</td>
</tr>
<tr>
<td>It can be linked with an e-ticket for reference.</td>
<td>The carrier and the routing of the EMDA and the e-ticket coupons must match.</td>
</tr>
<tr>
<td>It can be consumed at issuance or used at different stages.</td>
<td>An EMDA can be automatically or manually associated or disassociated.</td>
</tr>
<tr>
<td>It has no interaction with the airline systems (reservation systems and DCSs).</td>
<td>Only airline agents can manually associate and disassociate EMDAs.</td>
</tr>
<tr>
<td></td>
<td>The EMDA's final usage depends on the e-ticket coupon it is associated to, providing it does not become disassociated.</td>
</tr>
</tbody>
</table>

**How to Create Chargeable Services in the PNR Depending on the EMD Type**

- To create a chargeable service or fee for which you want to issue an EMD, you can either enter a

...
Special Service Request (SSR) element in the PNR for EMDs that are associated to a flight segment (EMDA) or a Manual Auxiliary Segment (SVC) for EMDs that are not associated to a flight segment (EMDS).

What are RFICs/RFISCs?
- An RFIC is a Reason-For-Issuance Code (coded on 1 character, example: A, C, ...). It defines which group of services an EMD belongs to. The RFICs are compliant with the IATA standard. An RFIC can have multiple Reason-For-Issuance Sub-Codes (RFISCs) coded on 3 alphanumeric characters (examples: 0BT, 99I, ...). The RFISCs are airline-specific, even if some ATPCO recommendations do exist.

How RFICs/RFISCs are used in the EMD TSM
- When you create an EMD Transitional Stored Miscellaneous (TSM) document or EMD pricing record, the RFIC and RFISCs and their description are automatically filled in the EMD TSM.
- All services contained in an EMD belong to the same reason for issuance.
- An EMD may contain only one RFIC but several RFISCs for different services or fees. Each EMD coupon is based on the RFISC.
- An EMD cannot contain both chargeable special service requests (SSRs) and manual auxiliary segments (SVCs) in one TSM. The system automatically performs a split when the EMD TSM is created.

On the next page you can find different EMD Reason for issuance codes (RFIC) and Reason for issuance sub codes (RFISC).

If the RFIC is the same, on same EMD there can be different RFISCs:

<table>
<thead>
<tr>
<th>EMD:</th>
<th>Coupon</th>
<th>Service code</th>
<th>RFIC</th>
<th>RFISC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NCEPAR</td>
<td>PETC</td>
<td>C</td>
<td>0BT</td>
</tr>
<tr>
<td></td>
<td>PARLON</td>
<td>PETC</td>
<td>C</td>
<td>0BT</td>
</tr>
<tr>
<td></td>
<td>LONPAR</td>
<td>AVIH</td>
<td>C</td>
<td>0BS</td>
</tr>
<tr>
<td></td>
<td>PARNCE</td>
<td>AVIH</td>
<td>C</td>
<td>0BS</td>
</tr>
</tbody>
</table>

- Note that one EMD cannot contain services created from SVC and SSR elements.
- If in addition to services above passenger has XBAG NCEPAR & PARLON, that would have to be issued on separate EMD because there can only be one service/flight segment on same EMD.

What is the EMD Coupon Structure?
- An EMD may contain up to 16 coupons, where up to four coupons can have the same EMD number. If an EMD contains more than four coupons, a conjunction EMD will be issued (up to four document numbers).

The EMD coupon status indicates the current usage of the service or fee. When an EMD is associated to an e-ticket, the coupon status change of the e-ticket and the EMD coupons are partly synchronized (intermediate statuses do not come over from e-ticket to EMD).
When to use an SVC Segment

- For standalone services that do not need to be associated to a flight segment, you enter an auxiliary segment in the PNR.
- This type of auxiliary service segment must be entered with an HK action code (confirmed) and it can be associated to one passenger only.
- The system creates a service segment (SVC) that is not sent to the airline system and not transmitted to the airline’s Departure Control System (DCS). This means that it is not taken into account for reservation or booking purposes by the airline.

When to use an SSR Element

- If you want to book a special service that is associated to a flight segment, excess baggage or sports equipment, for example, you can use a Special Service Request (SSR) element. Service must be confirmed before EMD can be issued based on SSR element.

When Travel Agent exchanges e-ticket coupon that has EMD-A attached to it, EMD is automatically disassociated. Travel agency must contact Airline 1st level Ticketing Help Desk in case EMD-A needs to be reassigned to another ticket or needs to be refunded.

Travel Agencies not yet using EMD

Amadeus Travel Agencies who are not using EMD yet, can see EMD FA element in the PNR, but they are not able to display EMD. At the end of the FA element agent can see from which element the EMD has been created and that gives the hint of what EMD has been issued for.

EMD-A SPECIFIC BEHAVIOUR

EMD status codes

When the e-ticket that is associated to EMD is set to flown status (F) by airline departure control system (DCS), F status is cascaded also to associated EMD coupon. Intermediate statuses of e-ticket (A and C) are not cascaded on EMD coupon at the moment.

Association / Disassociation

System automatically disassociates EMD from e-ticket when

- travel agent exchanges e-ticket coupon that has EMD-A attached to it. Travel agency must contact Airline Help Desk in case EMD-A needs to be reassigned to another ticket.
- e-ticket is voided. EMD must be voided separately if agent wants to cancel issuance
- e-ticket is refunded. EMD must be refunded separately if that is the intention
WHAT IS AN ANCILLARY SERVICE (AAAS)?

Ancillary Services is the Amadeus solution which allows services automatic pricing thanks to an Airline filing done on ATPCO side.

Services eligible to AAAS are marked with “/” (slash) in front of the service line at booking time. Manual TSM-P management is then replaced by an automatic flow. Except this automatic pricing step, all other steps (booking, issuance, follow-up) stay unchanged.

Please note that AAAS is used with SSR and EMD-A in most of cases.
Medical Facilitation Charges (MEDF)

A. Service description and purpose
Medical Facilitation Charges. Service Type SVC MEDIF automatically creates a chargeable SSR (with a chargeable indicator '/') and is consumed at Issuance.

B. Detailed EMD flow

1/ Initial PNR

--- TSM ---
RP/NBOKQ0980/NBOKQ0980  RK/RC 22JUL14/1758Z 6IQCD9
1.MEDIF/EMD
2 AP NBO +260213320345 - KENYA AIRWAYS REVENUE MANAGEMENT - A
3 TK OK22JUL/NBOKQ0980

2/ Booking

SVC MEDIF automatically creates a chargeable SSR

--- TSM ---
RP/NBOKQ0980/NBOKQ0980  RK/SU 23JUL14/1242Z 6IQCD9
1.MEDIF/EMD
2 SVC KQ HK1 MEDF NBO 25OCT-GUEST IN WHEELCHAIR
3 AP NBO +260213320345 - KENYA AIRWAYS REVENUE MANAGEMENT - A
4 TK OK22JUL/NBOKQ0980

3/ Pricing

FXG/L2

<table>
<thead>
<tr>
<th>PASSENGER</th>
<th>PTC</th>
</tr>
</thead>
<tbody>
<tr>
<td>OC SRV NF PR FLGT DATE (KES) FARE TAX TOTAL</td>
<td></td>
</tr>
<tr>
<td>01 MEDIF/EMD ADT</td>
<td></td>
</tr>
<tr>
<td>082 MEDF 1 KQ 25OCT KES900 KES900</td>
<td></td>
</tr>
</tbody>
</table>

4/ Issuance

--- TSM ---
RP/NBOKQ0980/NBOKQ0980  RK/SU 23JUL14/1242Z 6IQCD9
1.MEDIF/EMD
2 SVC KQ HK1 MEDF NBO 25OCT-GUEST IN WHEELCHAIR
3 AP NBO +260213320345 - KENYA AIRWAYS REVENUE MANAGEMENT - A
4 TK OK22JUL/NBOKQ0980
5 FA PAX 706-4550223005/DTKQ/KES900/23JUL14/NBOKQ0171/41490842/S2
6 FB PAX 2300000906 TTM/RT OK EMD/S2
7 FP CASH
5/ EMD Display

EMD-7064550223005  TYPE-S   SYS-1A   LOC-6IQC9
INT-D   FCI-0   POI-NBO   DOI-23JUL14   IOI-41490842
PAX- MEDF/EMD  ADT
RFIC-E   AIRPORT SERVICES
REMARKS-
CPH-1 RFISC-0B2 KQ NBO S-F SAC- 706QTKUEXHME5 VALUE-900
DESCRIPTION-MEDICAL FACILITATION CHARGES
CONSUMED AT ISSUANCE
PRESENT TO-
PRESENT AT-
SERVICE REMARKS-
FARE F KES 900
BR 89.70000000
EXCH VAL KES 900 RFND VAL
TAX-
TOTAL KES 900
/FC
FP CASH
FOID-
NON-ENDORSABLE

6/ Other Airline’s specificities (if applicable)

N/A

7/ Service Change Rules

<table>
<thead>
<tr>
<th>Case</th>
<th>E-ticket &amp; EMD</th>
<th>Change</th>
<th>Procedure / consequences</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Specific flight / any flight</td>
<td>Flight rebooked to another date / flight nbr changes</td>
<td>EMD MEDF is consumed at issuance</td>
</tr>
<tr>
<td>2.</td>
<td>Ticket is voided -&gt; EMD needs to be voided</td>
<td>Ticket is refunded. EMD will be refunded.</td>
<td>EMD MEDF is consumed at issuance EMD MEDF is non refundable</td>
</tr>
<tr>
<td>3.</td>
<td>Passenger changes his mind and rebooks ticket in a lower class</td>
<td></td>
<td>EMD MEDF is consumed at issuance</td>
</tr>
<tr>
<td>4.</td>
<td>Passenger is rerouted voluntary</td>
<td></td>
<td>EMD MEDF is consumed at issuance and Non-refundable</td>
</tr>
<tr>
<td>5.</td>
<td>Upgrade with money</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>6.</td>
<td>Upgrade with points</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>7.</td>
<td>Any involuntary flight cancellation. Passenger does not travel</td>
<td></td>
<td>EMD will be used for the same service on the new booking.</td>
</tr>
<tr>
<td>8.</td>
<td>Involuntary rerouting to another flight</td>
<td></td>
<td>EMD will be used for the same service on the new booking..</td>
</tr>
<tr>
<td>9.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

•
•
•
•
Bike (BIKE)

A. Service description and purpose

BIKE that is more than the free allowance of allowed one piece of 20kg.

B. Detailed EMD flow

1/ Initial PNR

TICKET RECONCILIATION NEEDED
--- RLR ---
RP/NBOKQ0980/NBOKQ0980  RK/RC 22JUL14/1803Z  61QCIB
1.EMD/BIKE
  2  KQ 442 K 25SEP 4 NBOKGL HK1 1C 1055 1305 *1A/E*
  3 AP H 586
  4 TK OK22JUL/NBOKQ0980

2/ Booking

--- TST RLR ---
RP/NBOKQ0980/NBOKQ0980  RK/RC 22JUL14/1804Z  61QCIB
1.EMD/BIKE
  2  KQ 442 T 25SEP 4 NBOKGL HK1 1C 1055 1305 *1A/E*
    /KQ /KE/C/I/CAB M/ / / / / / / / Y 82/B 68/ /AY /EY 14/NBOKGL/KE/T
  3 AP H 586
  4 TK OK22JUL/NBOKQ0980
  5 /SSR BIKE KQ HK1/S2
  6 FE PAX NONENDO/FARE/RESTR APPLY/S2
  7 FP CASH
  8 FV PAX KQ/S2

3/ Pricing

FXG/L5

PASSENGER                  PTC -------------------------------
  OC  SRV  NP  PR  FLGT  DATE (KES)  FARE  TAX  TOTAL
01 EMD/BIKE  ADT
  OEC BIKE  1 KQ442  25SEP KES4485              KES4485

4/ Issuance

--- TST TSM RLR ---
RP/NBOKQ0980/NBOKQ0980  RK/SU 23JUL14/1302Z  61QCIB
1.EMD/BIKE
  2  KQ 442 T 25SEP 4 NBOKGL HK1 1C 1055 1305 *1A/E*
  3 AP H 586
  4 TK OK23JUL/NBOKQ0171//ETKQ
  5 /SSR BIKE KQ HK1/S2
  6 FA PAX 706-2485921680/ETKQ/KES18930/23JUL14/NBOKQ0171/41490842/S2
  7 FA PAX 706-4550223006/DTKQ/KES4485/23JUL14/NBOKQ0171/41490842/E5
  8 FB PAX 2300000907 TTP/TTM/RT OK ETICKET/EMD/S2
9 FB PAX 2300000907 TTP/TTM/RT OK ETICKET/EMD/E5
10 FE PAX NONENDO/FARE/RESTR APPLY/S2
11 FP CASH
12 FV PAX KQ/S2

5/ EMD Display
EMD-7064550223006  TYPE-A  SYS-1A  LOC-6IQCIB
INT-I  FCI-0 0  POI-NBO  DOI-23JUL14  IOI-41490842
PAX- EMD/BIKE  ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-OEC KQ NBOKGL S-O
DESCRIPTION-ONE BIKE UP TO 20KG IS FREE OF CHARGE ON ALL FLIGHTS
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICN-7062485921680C1 (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-KES 0
SERVICE REMARKS-BI
FARE F KES 4485
EXCH VAL KES 4485
RFND VAL
TAX-
TOTAL KES 4485
/FC NBO KQ KGL4485KES4485END
FP CASH
FOID-
NON-ENDORABLE

6/ Other Airline’s specificities (if applicable)
N/A

7/ Service Change Rules

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<tr>
<td>1.</td>
<td>Specific flight / any flight</td>
<td>Flight rebooked to another date / flight nbr changes</td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
<tr>
<td>2.</td>
<td>Ticket is voided -&gt; EMD needs to be voided</td>
<td>Ticket is refunded. EMD will be refunded.</td>
<td>EMD will be voided same as the ticket.</td>
</tr>
<tr>
<td>3.</td>
<td>Passenger changes his mind and rebooks ticket in a lower class</td>
<td></td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
<tr>
<td>4.</td>
<td>Passenger is rerouted voluntary</td>
<td></td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
<tr>
<td>5.</td>
<td>Upgrade with money</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>6.</td>
<td>Upgrade with points</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>7.</td>
<td>Any involuntary flight cancellation. Passenger does not travel</td>
<td></td>
<td>Reissued or refunded accordingly</td>
</tr>
<tr>
<td>8.</td>
<td>Involuntary rerouting to another flight</td>
<td></td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
<tr>
<td>9.</td>
<td>...</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


POLO SHIRT – Small (PSSM)

A. Service description and purpose

POLO Shirt – Small

B. Detailed EMD flow

1/ Initial PNR

RP/NBOKQ0980/NBOKQ0980  RK/RC  22JUL14/1807Z  6IQCKR
1. EMD/POLO SHIRT SMALL
2 /SVC KQ HK1 PSSM NBO 16AUG
3 AP H 7697
4 TK OK22JUL/NBOKQ0980

2/ Booking

RP/NBOKQ0980/NBOKQ0980  RK/RC  22JUL14/1807Z  6IQCKR
1. EMD/POLO SHIRT SMALL
2 /SVC KQ HK1 PSSM NBO 16AUG
3 AP H 7697
4 TK OK22JUL/NBOKQ0980

3/ Pricing

TMC/L2

TSM  2  TYPE P  NBOKQ0171  RK/23JUL 11  EMD-S CARR KQ
1. EMD/POLO SHIRT SMALL
RFIC-F/O  MERCHANDISE
1. RFISC-OB B POLO SHIRT-SMALL  L  2
OPERATING CC-KQ  CPN VALUE-500  ORIGIN-NBO
SERVICE REMARKS- SIZE 04 TO 08
NVA-16AUG14
NON INTERLINEABLE
CONSUMED AT ISSUANCE

ADD INF/RKS:

FARE  F  USD  50.00  EQUIV  KES  500
EXCH VAL  KES  500

TOTAL  KES  500
FP  CASH

4/ Issuance

--- TSM ---

RP/NBOKQ0980/NBOKQ0980  RK/SU  23JUL14/1446Z  6IQCKR
1. EMD/POLO SHIRT SMALL
2 /SVC KQ HK1 PSSM NBO 16AUG
3 AP H 7697
4 TK OK22JUL/NBOKQ0980
5 FA PAX 706-4550223007/DTKQ/KES500/23JUL14/NBOKQ0171/41490842
5/ EMD Display

<table>
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<tr>
<th>EMD-7064550223007</th>
<th>TYPE-S</th>
<th>SYS-1A</th>
<th>LOC-6IQCK</th>
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<td>POI-NBO</td>
<td>DOI-23JUL14</td>
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<td>PAX-EMD/POLO SHIRT SMALL</td>
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<td>RFIC-F</td>
<td>MERCHANDISE</td>
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<tr>
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<td>SERVICE REMARKS- SIZE 04 TO 08</td>
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</tr>
<tr>
<td>FARE F USD 50.00</td>
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<td></td>
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<tr>
<td>EXCH VAL KES 500 RFND VAL</td>
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</tr>
<tr>
<td>TAX-TOTAL KES 500</td>
<td></td>
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<tr>
<td>/FC</td>
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</tr>
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</table>

6/ Other Airline’s specificities (if applicable)

N/A

7/ Service Change Rules

<table>
<thead>
<tr>
<th>Case</th>
<th>E-ticket &amp; EMD</th>
<th>Change</th>
<th>Procedure / consequences</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Specific flight / any flight</td>
<td>Flight rebooked to another date / flight nbr changes</td>
<td>EMD is consumed at issuance</td>
</tr>
<tr>
<td>2.</td>
<td>Ticket is voided -&gt; EMD needs to be voided</td>
<td>Ticket is refunded. EMD will be refunded.</td>
<td>EMD is consumed at issuance</td>
</tr>
<tr>
<td>3.</td>
<td>Passenger changes his mind and rebooks ticket in a lower class</td>
<td></td>
<td>EMD is consumed at issuance</td>
</tr>
<tr>
<td>4.</td>
<td>Passenger is rerouted voluntary</td>
<td></td>
<td>EMD is consumed at issuance and Non-refundable</td>
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<tr>
<td>5.</td>
<td>Upgrade with money</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>6.</td>
<td>Upgrade with points</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>7.</td>
<td>Any involuntary flight cancellation. Passenger does not travel</td>
<td></td>
<td>N/A</td>
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<td>8.</td>
<td>Involuntary rerouting to another flight</td>
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</tr>
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<td>9.</td>
<td>...</td>
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</table>
POLO SHIRT - Medium (PSME)

A. Service description and purpose

POLO Shirts - Medium

B. Detailed EMD flow

1/ Initial PNR
RP/NBOKQ0980/NBOKQ0980  RK/RC 22JUL14/1809Z 6IQCMH
1. EMD/POLO SHIRT MEDIUM
2 /SVC KQ HK1 PSME NBO 20SEP
3 AP H 7697
4 TK OK22JUL/NBOKQ0980

2/ Booking
RP/NBOKQ0980/NBOKQ0980  RK/RC 22JUL14/1809Z 6IQCMH
1. EMD/POLO SHIRT MEDIUM
2 /SVC KQ HK1 PSME NBO 20SEP
3 AP H 7697
4 TK OK22JUL/NBOKQ0980

3/ Pricing

TMC/L2
TSM 1 TYPE P NBOKQ0171 RK/23JUL11 EMD-S CARR KQ
1. EMD/POLO SHIRT MEDIUM
RFIC-F/O MERCHANDISE
L2 OPERATING CC-KQ CPN VALUE-500 ORIGIN-NBO
SERVICE REMARKS- SIZE 10 TO 16
NVA-20SEP14
NON INTERLINEABLE
CONSUMED AT ISSUANCE

ADD INF/RKS:
FARE F USD 50.00 EQUIV KES 500
EXCH VAL KES 500
TOTAL KES 500
FP CASH

4/ Issuance
--- TSM ---
RP/NBOKQ0980/NBOKQ0980  RK/SU 23JUL14/1450Z 6IQCMH
1. EMD/POLO SHIRT MEDIUM
2 /SVC KQ HK1 PSME NBO 20SEP
3 AP H 7697
4 TK OK22JUL/NBOKQ0980
5 FA PAX 706-455023008/DTKQ/KES500/23JUL14/NBOKQ0171/41490842
/S2
6 FB PAX 2300000909 TTM/RT OK EMD/S2
7 FP CASH

## 5/ EMD Display

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<td>DOI=23JUL14 I01-41490842</td>
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<td>RFIC=F MERCHANDISE</td>
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<td>REMARKS=</td>
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<tr>
<td>CPN-1 RFISC-OBC KQ NBO S-F</td>
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<td>CONSUMED AT ISSUANCE</td>
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<td>PRESENT TO-</td>
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<tr>
<td>PRESENT AT-</td>
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</tr>
<tr>
<td>SERVICE REMARKS=</td>
<td>SIZE 10 TO 16</td>
<td></td>
</tr>
<tr>
<td>FARE F USD 50.00</td>
<td></td>
<td></td>
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<tr>
<td>EQUIV KES 500</td>
<td></td>
<td></td>
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<tr>
<td>EXCH VAL KES 500</td>
<td></td>
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<td>TOTAL KES 500</td>
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<td>FP CASH</td>
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</table>

## 6/ Other Airline’s specificities (if applicable)

N/A

## 7/ Service Change Rules

<table>
<thead>
<tr>
<th>Case</th>
<th>E-ticket &amp; EMD</th>
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<th>Procedure / consequences</th>
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<td>Flight rebooked to another date / flight nbr changes</td>
<td>EMD is consumed at issuance</td>
</tr>
<tr>
<td>2.</td>
<td>Ticket is voided  -&gt; EMD needs to be voided</td>
<td></td>
<td>EMD is consumed at issuance</td>
</tr>
<tr>
<td></td>
<td>Ticket is refunded. EMD will be refunded.</td>
<td></td>
<td>EMD is non refundable</td>
</tr>
<tr>
<td>3.</td>
<td>Passenger changes his mind and rebooks ticket in a lower class</td>
<td></td>
<td>EMD is consumed at issuance</td>
</tr>
<tr>
<td>4.</td>
<td>Passenger is rerouted voluntary</td>
<td></td>
<td>EMD is consumed at issuance and Non-refundable</td>
</tr>
<tr>
<td>5.</td>
<td>Upgrade with money</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>6.</td>
<td>Upgrade with points</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>7.</td>
<td>Any involuntary flight cancellation. Passenger does not travel</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>8.</td>
<td>Involuntary rerouting to another flight</td>
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<td>N/A</td>
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<tr>
<td>9.</td>
<td>...</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
POLO SHIRT – Large (PSLG)

A. Service description and purpose

POLO Shirts – Large

B. Detailed EMD flow

1/ Initial PNR

RP/NBOKQ0980/NBOKQ0980  RK/RC 22JUL14/1811Z  6IQCOF
1. EMD/POLO SHIRT LARGE
2 /SVC KQ HK1 PSLG NBO 25OCT
3 AP H 7697
4 TK OK22JUL/NBOKQ0980

2/ Booking

RP/NBOKQ0980/NBOKQ0980  RK/RC 22JUL14/1811Z  6IQCOF
1. EMD/POLO SHIRT LARGE
2 /SVC KQ HK1 PSLG NBO 25OCT
3 AP H 7697
4 TK OK22JUL/NBOKQ0980

3/ Pricing

FXG/L2
PASSNGER PTC -------------------------------
OC SRV NP PR FLGT DATE ( )FARE TAX TOTAL

01 EMD/POLO SHIRT ADT
0BE PSXG KQ 30111 NO VALID PRICING SOLUTION FOUND

> 4/ Issuance

--- TSM ---
RP/NBOKQ0980/NBOKQ0980  RK/SU 23JUL14/1453Z  6IQCOF
1. EMD/POLO SHIRT LARGE
2 /SVC KQ HK1 PSLG NBO 25OCT
3 AP H 7697
4 TK OK22JUL/NBOKQ0980
5 FA PAX 706-4550223009/DTKQ/KES500/23JUL14/NBOKQ0171/41490842
/S2
6 FB PAX 2300000910 TTM/RT OK EMD/S2
7 FP CASH
5/ EMD Display

EMD-7064550223009 TYPE-S SYS-1A LOC-6IQC0F
INT- FCI-1 1 POI-NBO DOI-23JUL14 IOI-41490842
PAX- EMD/POLO SHIRT LARGE ADT
RFIC-F MERCHANDISE
REMARKS-
CPN-1 RFISC-0BD KQ NBO S-F SAC- 706QTKUEXME9 VALUE-500
DESCRIPTION-POLO SHIRT-LARGE
CONSUMED AT ISSUANCE
PRESENT TO-
PRESENT AT-
SERVICE REMARKS- SIZE 18 TO 24
FARE F USD 50.00
EQUIV KES 500
EXCH VAL KES 500 RFND VAL
TAX-
TOTAL KES 500
/FC
FP CASH
FOID-
NON-ENDORSABLE

6/ Other Airline’s specificities (if applicable)

N/A

7/ Service Change Rules

<table>
<thead>
<tr>
<th>Case</th>
<th>E-ticket &amp; EMD</th>
<th>Change</th>
<th>Procedure / consequences</th>
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</tr>
<tr>
<td>2.</td>
<td></td>
<td>Ticket is voided - EMD needs to be voided</td>
<td>EMD is consumed at issuance</td>
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<tr>
<td></td>
<td></td>
<td>Ticket is refunded. EMD will be refunded.</td>
<td>EMD is non refundable</td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td>Passenger changes his mind and rebooks ticket in a lower class</td>
<td>EMD is consumed at issuance</td>
</tr>
<tr>
<td>4.</td>
<td>Passenger is rerouted voluntary</td>
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<td>EMD is consumed at issuance and Non-refundable</td>
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<td>5.</td>
<td>Upgrade with money</td>
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<tr>
<td>6.</td>
<td>Upgrade with points</td>
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<td>N/A</td>
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<tr>
<td>7.</td>
<td>Any involuntary flight cancellation. Passenger does not travel</td>
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<td>8.</td>
<td>Involuntary rerouting to another flight</td>
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<td>N/A</td>
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</table>
Surf Equipment (SPEQ SU)

A. Service description and purpose
Sports Equipment - SURF

B. Detailed EMD flow

1/ Initial PNR
TICKET RECONCILIATION NEEDED
--- RLR ---
RP/NBOKQ0171/NBOKQ0171    RK/SU 23JUL14/0847Z  61RTZ8
  1. SPEQ SU/SURF EQUIP
  2. KQ 466 K 28OCT 2 NBOKGL HK1       1C 2350 0205+1 *1A/E*
  3. AP H 47657
  4. TK OK23JUL/NBOKQ0171

2/ Booking
TICKET RECONCILIATION NEEDED
--- TST RLR ---
RP/NBOKQ0171/NBOKQ0171    RK/SU 23JUL14/0849Z  61RTZ8
  1. SPEQ SU/SURF EQUIP
  2. KQ 466 Q 28OCT 2 NBOKGL HK1       1C 2350 0205+1 *1A/E*
  3. AP H 47657
  4. TK OK23JUL/NBOKQ0171
  5 /SSR SPEQ KQ HK1 SU/S2
  6. OPW-27OCT:2250/1C14/KQ REQUIRES DOCUMENT ON OR BEFORE 28OCT:2250/E5
  7. OPC-28OCT:2250/1C16/KQ CANCELLATION DUE TO NO DOCUMENT/E5
  8. FE Pax NONENDO/FARE/RESTR APPLY/S2
  9. FP CASH
  10. FV Pax KQ/S2

3/ Pricing
FXG/L5

<table>
<thead>
<tr>
<th>PASSENGER</th>
<th>PTC</th>
<th>-------------------------------</th>
</tr>
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<tbody>
<tr>
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<td>SRV</td>
<td>NF</td>
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<tr>
<td>01</td>
<td>SPEQ</td>
<td>SU</td>
</tr>
<tr>
<td>0GG</td>
<td>SPEQ</td>
<td>1</td>
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</table>

4/ Issuance
--- TST TSM RLR ---
RP/NBOKQ0171/NBOKQ0171    RK/SU 23JUL14/0849Z  61RTZ8
  1. SPEQ SU/SURF EQUIP
  2. KQ 466 Q 28OCT 2 NBOKGL HK1       1C 2350 0205+1 *1A/E*
  3. AP H 47657
  4. TK OK23JUL/NBOKQ0171!/ETKQ
  5 /SSR SPEQ KQ HK1 SU/S2
  6. FA Pax 706-2485921676/ETKQ/KES22095/23JUL14/NBOKQ0171/41490842/S2
  7 FA Pax 706-4550223001/DTKQ/KES4490/23JUL14/NBOKQ0171/41490842/E5
  8 FB Pax 2300000902 TTP/TTM/RT OK ETICKET/EMD/S2
  9 FB Pax 2300000902 TTP/TTM/RT OK ETICKET/EMD/E5
  10 FE Pax NONENDO/FARE/RESTR APPLY/S2
5/ EMD Display

EMD-7064550223001  TYPE=A  SYS=1  LOC=6IRTZ8  
INT-I  FCI-0  POI=NBO  DOI-23JUL14  IOI-41490842  
PAX- SPEQ SU/SURF EQUIP  ADT  
RFIC-C  BAGGAGE  
REMARKS-  
CPN-1  RFISC-OGG  KQ  NBOKGL  S-O  
DESCRIPTION-SURF EQUIPMENT  
NON-REFUNDABLE  
PRESENT TO-  
PRESENT AT-  
ICW-7062485921676C1  (A)  
EXCESS BAGGAGE-  1 N RATE PER UNIT-KES  0  
SERVICE REMARKS-SF32  
FARE F  KES  4490  
EXCH VAL KES  4490  RFND VAL  0  
TAX-  
TOTAL KES  4490  
/FC NBO KQ KGL4490KES4490END  
FP CASH  
FOID-  
NON-ENDORSABLE

6/ Other Airline’s specificities (if applicable)  
N/A

7/ Service Change Rules

<table>
<thead>
<tr>
<th>Case</th>
<th>E-ticket &amp; EMD</th>
<th>Change</th>
<th>Procedure / consequences</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Specific flight / any flight</td>
<td>Flight rebooked to another date / flight nbr changes</td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
<tr>
<td>2.</td>
<td>Ticket is voided -&gt; EMD needs to be voided</td>
<td>Ticket is refunded. EMD will be refunded.</td>
<td>EMD will be voided same as the ticket. EMD will be refunded same as the ticket.</td>
</tr>
<tr>
<td>3.</td>
<td>Passenger changes his mind and rebooks ticket in a lower class</td>
<td>EMD will be reissued for the same service on the new booking.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Passenger is rerouted voluntary</td>
<td>EMD will be reissued for the same service on the new booking.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Upgrade with money</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Upgrade with points</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Any involuntary flight cancellation. Passenger does not travel</td>
<td>Reissued or refunded accordingly</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Involuntary rerouting to another flight</td>
<td>EMD will be reissued for the same service on the new booking.</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>...</td>
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</tbody>
</table>
Ski Equipment (SPEQ SK)

A. Service description and purpose
Sports Equipment – SKI Equipment

B. Detailed EMD flow

1/ Initial PNR

TICKET RECONCILIATION NEEDED
--- RLR ---
RP/NBOKQ0171/NBOKQ0171    RK/SU 23JUL14/0852Z 6IRT9L
1. SPEQ SK/SKI EQUIPMENT
  2. KQ 760 L 25OCT 6 NBOJNB HK1  1C 0635 0950  *1A/E*
  3. AP H 76979
  4. TK OK23JUL/NBOKQ0171

2/ Booking

TICKET RECONCILIATION NEEDED
--- TST RLR ---
RP/NBOKQ0171/NBOKQ0171    RK/SU 23JUL14/0854Z 6IRT9L
1. SPEQ SK/SKI EQUIPMENT
  2. KQ 760 T 25OCT 6 NBOJNB HK1  1C 0635 0950  *1A/E*
  3. AP H 76979
  4. TK OK23JUL/NBOKQ0171
  5. /SSR SPEQ KQ HK1 SK/S2
  6. OPW-23OCT:0535/1C14/KQ REQUIRES DOCUMENT ON OR BEFORE
     25OCT:0535/E5
  7. OPE-25OCT:0535/1C16/KQ CANCELLATION DUE TO NO DOCUMENT/E5
  8. FE PAX NONENDO/FARE/RESTR APPLY/S2
  9. FP CASH
 10. FV PAX KQ/S2

3/ Pricing

FXG/L5

<table>
<thead>
<tr>
<th>PASSENGER</th>
<th>PTC</th>
<th>-----------------------------</th>
</tr>
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<td>NP</td>
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</table>

4/ Issuance

--- TST TSM RLR ---
RP/NBOKQ0171/NBOKQ0171    RK/SU 23JUL14/0855Z 6IRT9L
1. SPEQ SK/SKI EQUIPMENT
  2. KQ 760 T 25OCT 6 NBOJNB HK1  1C 0635 0950  *1A/E*
  3. AP H 76979
  4. TK OK23JUL/NBOKQ0171/ETKQ
  5. /SSR SPEQ KQ HK1 SK/S2
  6. FA PAX 706-2455921677/ETKQ/KES42755/23JUL14/NBOKQ0171/414908
     42/E5
  7. FA PAX 706-4550223002/DTKQ/KES3595/23JUL14/NBOKQ0171/4149084
     2/E5

...
7/ Service Change Rules

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<thead>
<tr>
<th>Case</th>
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</tr>
</tbody>
</table>
| 2.   | Ticket is voided  \(\Rightarrow\) EMD needs to be voided  
Ticket is refunded. EMD will be refunded. |  | EMD will be voided same as the ticket. EMD will be refunded same as the ticket. |
| 3.   | Passenger changes his mind and rebooks ticket in a lower class |  | EMD will be reissued for the same service on the new booking. |
| 4.   | Passenger is rerouted voluntary |  | EMD will be reissued for the same service on the new booking. |
| 5.   | Upgrade with money |  | N/A |
| 6.   | Upgrade with points |  | N/A |
| 7.   | Any involuntary flight cancellation. Passenger does not travel |  | Reissued or refunded accordingly |
| 8.   | Involuntary rerouting to another flight |  | EMD will be reissued for the same service on the new booking. |
| 9.   | ... |  |  |
Golfing Equipment (SPEQ GO)

A. Service description and purpose
Sports Equipment – Golfing Equipment

B. Detailed EMD flow

1/ Initial PNR

TICKET RECONCILIATION NEEDED
--- TST RLR ---
RP/NBOKQ0171/NBOKQ0171 RK/SU 23JUL14/0859Z 6IRUIK
1. SPEQ GO/GOLFING EQUIPMENT
2. KQ 102 T 23JUL 3 NBOLHR HK1 1C 2350 0645+1 *1A/E*
3. KQ 101 T 26SEP 5 LHRNBO HK1 4 2000 0630+1 *1A/E*
4. AP H 7698
5. TK OK23JUL/NBOKQ0171
6. FE PAX NONENDO/FARE RESTRICTED APPLYS2-3
7. FP CASH
8. FV PAX KQ/S2-3

2/ Booking

TICKET RECONCILIATION NEEDED
--- TST RLR ---
RP/NBOKQ0171/NBOKQ0171 RK/SU 23JUL14/0859Z 6IRUIK
1. SPEQ GO/GOLFING EQUIPMENT
2. KQ 102 T 23JUL 3 NBOLHR HK1 1C 2350 0645+1 *1A/E*
3. KQ 101 T 26SEP 5 LHRNBO HK1 4 2000 0630+1 *1A/E*
4. AP H 7698
5. TK OK23JUL/NBOKQ0171
6. SSR SPEQ KQ HK1 GO/S2
7. SSR SPEQ KQ HK1 GO/S3
8. OPW-22JUL:2250/IC14/KQ REQUIRES DOCUMENT ON OR BEFORE
   23JUL:2250/E6-7
9. OPC-23JUL:2250/IC16/KQ CANCELLATION DUE TO NO DOCUMENT/E6-7
10. FE PAX NONENDO/FARE RESTRICTED APPLYS2-3
11. FP CASH
12. FV PAX KQ/S2-3

3/ Pricing

FXG/L6-7

<table>
<thead>
<tr>
<th>PASSENGER</th>
<th>PTC</th>
<th>OC</th>
<th>SRV</th>
<th>NP</th>
<th>PR</th>
<th>FLGT DATE (KES)</th>
<th>FARE</th>
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</tbody>
</table>

4/ Issuance

--- TST TSM RLR ---
RP/NBOKQ0171/NBOKQ0171 RK/SU 23JUL14/0900Z 6IRUIK
1. SPEQ GO/GOLFING EQUIPMENT
2. KQ 102 T 23JUL 3 NBOLHR HK1 1C 2350 0645+1 *1A/E*
3 KQ 101 T 26SEP 5 LHRNBO HK1 4 2000 0630+1 *1A/E* 4 AP H 7698 5 TK OK23JUL/NBOKQ0171/ETKQ 6 /SSR SPEQ KQ HK1 GO/S2 7 /SSR SPEQ KQ HK1 GO/S3 8 FA PAX 706-2485921678/ETKQ/KES145575/23JUL14/NBOKQ0171/41490 842/S2-3 9 FA PAX 706-4550223003/DTKQ/KES8980/23JUL14/NBOKQ0171/4149084 2/E6-7 10 FB PAX 2300000904 TTP/TTM/RT OK ETICKET/EMD/S2-3 11 FB PAX 2300000904 TTP/TTM/RT OK ETICKET/EMD/E6-7 12 FE PAX NONENDO/FARE RESTR APPLY/S2-3 13 FP CASH 14 FV PAX KQ/S2-3

5/ EMD Display
EMD-7064550223003 TYPE-A SYS-1A LOC-6IRUIK INT-1 FCI-0 0 POI-NBO DOI-23JUL14 IOI-41490842 PAX- SPEQ GO/GOLFING EQUIPMENT ADT RFIC-C BAGGAGE REMARKS- CPN-1 RFISC-ODC KQ NBOLHR S-O DESCRIPTION-GOLF EQUIPMENT NON-REFUNDABLE PRESENT TO- PRESENT AT- ICN-7062485921678C1 (A) EXCESS BAGGAGE- 1 N RATE PER UNIT-KES 0 SERVICE REMARKS-GF CPN-2 RFISC-ODC KQ LHRNBO S-O DESCRIPTION-GOLF EQUIPMENT NON-REFUNDABLE PRESENT TO- PRESENT AT- ICN-7062485921678C2 (A) EXCESS BAGGAGE- 1 N RATE PER UNIT-KES 0 SERVICE REMARKS-GF FARE F KES 8980 BR 89.80000000 EXCH VAL KES 8980 RFND VAL TAX- TOTAL KES 8980 /FC NBO KQ LON4490 KQ NBO4490KES8980END FP CASH

6/ Other Airline’s specificities (if applicable)
N/A
## 7/ Service Change Rules

<table>
<thead>
<tr>
<th>Case</th>
<th>E-ticket &amp; EMD</th>
<th>Change</th>
<th>Procedure / consequences</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Specific flight / any flight</td>
<td>Flight rebooked to another date / flight nbr changes</td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
</tbody>
</table>
| 2.   |                | Ticket is voided  -> EMD needs to be voided  
Ticket is refunded. EMD will be refunded. | EMD will be voided same as the ticket.  
EMD will be refunded same as the ticket. |
| 3.   |                | Passenger changes his mind and rebooks ticket in a lower class | EMD will be reissued for the same service on the new booking. |
| 4.   |                | Passenger is rerouted voluntary | EMD will be reissued for the same service on the new booking. |
| 5.   | Upgrade with money | N/A | N/A |
| 6.   | Upgrade with points | N/A | N/A |
| 7.   | Any involuntary flight cancellation. Passenger does not travel | Reissued or refunded accordingly | |
| 8.   | Involuntary rerouting to another flight | EMD will be reissued for the same service on the new booking. | |
| 9.   | ... | | |

---

---
Big Fish Equipment (SPEQ FB)

A. Service description and purpose
Sports Equipment – Big Fish Equipment

B. Detailed EMD flow

1/ Initial PNR

TICKET RECONCILIATION NEEDED
--- TST RLR ---
RP/NBOKQ0171/NBOKQ0171  RK/SU  23JUL14/0907Z  6IRURX
1. SPEQ FB/BIG FISHING EQUIPMENT
2  KQ 722 N 20AUG 3 NBOLLW HK1  1C 0825 0945  *1A/E*
3  KQ 728 N 28AUG 4 LLWNBO HK1  1510 2100  *1A/E*
4 AP H 68698
5 TK OK23JUL/NBOKQ0171
6 FE PAX NON ENDO/NON REROUTE NON REF/S2-3
7 FP CASH
8 VV PAX KQ/S2-3

2/ Booking

TICKET RECONCILIATION NEEDED
--- TST RLR ---
RP/NBOKQ0171/NBOKQ0171  RK/SU  23JUL14/0907Z  6IRURX
1. SPEQ FB/BIG FISHING EQUIPMENT
2  KQ 722 N 20AUG 3 NBOLLW HK1  1C 0825 0945  *1A/E*
3  KQ 728 N 28AUG 4 LLWNBO HK1  1510 2100  *1A/E*
4 AP H 68698
5 TK OK23JUL/NBOKQ0171
6 /SSR SPEQ KQ HK1 FB/S2
7 /SSR SPEQ KQ HK1 FB/S3
8 OPW-19AUG:0725/1C14/KQ REQUIRES DOCUMENT ON OR BEFORE
20AUG:0725/86-7
9 OPC-20AUG:0725/1C16/KQ CANCELLATION DUE TO NO DOCUMENT/E6-7
10 FE PAX NON ENDO/NON REROUTE NON REF/S2-3
11 FP CASH
12 VV PAX KQ/S2-3

3/ Pricing

TMC/L6-7

TSM  1 TYPE P  NBOKQ0171 RK/23JUL 12  EMD-A CARR KQ
1. SPEQ FB/BIG FISHING EQUIPMENT
RFC-C/E  BAGGAGE
1. RFISC-OHV FISH UPTO 32KG  L 6
OPERATING CC-KQ  CPN VALUE-500  ORIGIN-NBO DEST-LLW
EXCESS BAGGAGE-1 KG RATE PER UNIT USD 50.00
ICW-7062485921681E1
NON INTERLINEABLE
2. RFISC-OHV FISH UPTO 32KG  L 7
OPERATING CC-KQ  CPN VALUE-500  ORIGIN-LLW DEST-NBO
KQ EMD AAAS distribution guidelines – service policy for TAs

EXCESS BAGGAGE-1 KG RATE PER UNIT USD 50.00
ICW-7062485921681E2
NON INTERLINEABLE

ADD INF/RKS:

<table>
<thead>
<tr>
<th>FARE</th>
<th>USD</th>
<th>EQUIV</th>
<th>KES</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.00</td>
<td>KES</td>
<td>1000</td>
<td></td>
</tr>
</tbody>
</table>

TOTAL KES 1000

FP CASH

4/ Issuance
--- TST TSM RLR ---
RP/NBOKQ0171/NBOKQ0171 RK/SU 23JUL14/1457Z 6IRURX
1. SPEQ FB/BIG FISHING EQUIPMENT
2 KQ 722 N 20AUG 3 NBOLLW HK1 1C 0825 0945 *1A/E*
3 KQ 728 N 28AUG 4 LLWNBO HK1 1510 2100 *1A/E*
4 AP H 6B698
5 TK OK23JUL/NBOKQ0171/ETKQ
6 /SSR SPEQ KQ HK1 FB/S2
7 /SSR SPEQ KQ HK1 FB/S3
8 FA PAX 706-2485921681/ETKQ/KES63680/23JUL14/NBOKQ0171/414908
9 /S2-3
10 FA PAX 706-4550223010/DTKQ/KES1000/23JUL14/NBOKQ0171/414908
2/E6-7
11 FA PAX 706-2485921681/ETKQ/KES63680/23JUL14/NBOKQ0171/414908
32/E6-7
12 FE PAX NON ENDO/NON REROUTE NON REF/S2-3
13 FP CASH
14 FV PAX KQ/S2-3

5/ EMD Display
EMD-7064550223010 TYPE-A SYS-1A LOC-6IRURX
INT- FCI-1 2 POI-NBO DOI-23JUL14 IOI-41490842
PAX- SPEQ FB/BIG FISHING EQUIPMENT ADT
RFIC-C BAGGAGE REMARKS-
CPN-1 RFISC-OHV KQ NBOLLW S-O VALUE-500 DESCRIPTION-FISH UPTO 32KG PRESENT TO-
PRESENT AT- ICW-7062485921681C1 (A) EXCESS BAGGAGE- 1 K RATE PER UNIT-USD 50 SERVICE REMARKS-
CPN-2 RFISC-OHV KQ LLWNBO S-O VALUE-500 DESCRIPTION-FISH UPTO 32KG PRESENT TO-
PRESENT AT- ICW-7062485921681C2 (A) EXCESS BAGGAGE- 1 K RATE PER UNIT-USD 50 SERVICE REMARKS-
FARE F USD 100.00 EQUIV KES 1000 EXCH VAL KES 1000 RFND VAL TAX-
TOTAL KES 1000 /FC FP CASH FOID-
NON-ENDORSABLE
6/ Other Airline’s specificities (if applicable)
N/A

7/ Service Change Rules

<table>
<thead>
<tr>
<th>Case</th>
<th>E-ticket &amp; EMD</th>
<th>Change</th>
<th>Procedure / consequences</th>
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<td></td>
<td>Ticket is voided  (\rightarrow) EMD needs to be voided</td>
<td>EMD will be voided same as the ticket.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ticket is refunded. EMD will be refunded.</td>
<td>EMD will be refunded same as the ticket.</td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td>Passenger changes his mind and rebooks ticket in a lower class</td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td>Passenger is rerouted voluntary</td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
<tr>
<td>5.</td>
<td></td>
<td>Upgrade with money</td>
<td>N/A</td>
</tr>
<tr>
<td>6.</td>
<td>Upgrade with points</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>7.</td>
<td>Any involuntary flight cancellation. Passenger does not travel</td>
<td></td>
<td>Reissued or refunded accordingly</td>
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<tr>
<td>8.</td>
<td>Involuntary rerouting to another flight</td>
<td></td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
<tr>
<td>9.</td>
<td>...</td>
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<td></td>
</tr>
</tbody>
</table>
Fishing Equipment (SPEQ FI)

A. Service description and purpose
Sports Equipment – Fishing Equipment

B. Detailed EMD flow

1/ Initial PNR

TICKET RECONCILIATION NEEDED
--- RLR ---
RP/NBOKQ0171/NBOKQ0171  RK/SU 23JUL14/0909Z  6IRU2B
1. SPEQ FI/FISHING EQUIPMENT
2  KQ 860 K 06OCT 1 NBOKKK HK1 1C 2359 1335+1 *1A/E* 
3  KQ 861 K 10OCT 5 BKKNBK HK1 0035 0610 *1A/E* 
4  AP H 769790
5  TK OK23JUL/NBOKQ0171

2/ Booking

TICKET RECONCILIATION NEEDED
--- TST RLR ---
RP/NBOKQ0171/NBOKQ0171  RK/SU 23JUL14/0910Z  6IRU2B
1. SPEQ FI/FISHING EQUIPMENT
2  KQ 860 T 06OCT 1 NBOKKK HK1 1C 2359 1335+1 *1A/E*
3  KQ 861 T 10OCT 5 BKKNBK HK1 0035 0610 *1A/E* 
4  AP H 769790
5  TK OK23JUL/NBOKQ0171
6 /SSR SPEQ KQ HK1 FI/S2
7 /SSR SPEQ KQ HK1 FI/S3
8  OPW-02OCT:2259/1C14/KQ REQUIRES DOCUMENT ON OR BEFORE
6OCT:2259/E6-7
9  OPC-06OCT:2259/1C16/KQ CANCELLATION DUE TO NO DOCUMENT/E6-7
10 FE PAX NONENDO/FARE/RESTR APPLY/S2-3
11 FP CASH
12 FV PAX KQ/S2-3

3/ Pricing

TMC/L6-7
TSM 1 TYPE P  NBOKQ0171 RK/23JUL 12 EMD-A CARR KQ
1. SPEQ FI/FISHING EQUIPMENT
RFC/C/E BAGGAGE
1. RFISC-OHU FISH UPTO 23KG
   OPERATING CC-KQ CPN VALUE-500 ORIGIN-NBO DEST-BKK
   EXCESS BAGGAGE-1 KG RATE PER UNIT USD 50.00
   ICW-7062485921682E1
   NON INTERLINEABLE
   L 6
2. RFISC-OHU FISH UPTO 23KG
   OPERATING CC-KQ CPN VALUE-500 ORIGIN-BKK DEST-NBO
   EXCESS BAGGAGE-1 KG RATE PER UNIT USD 50.00
   ICW-7062485921682E2
   NON INTERLINEABLE
   L 7

• • •
ADD INF/RKS:

- FARE F USD 100.00 EQUIV KES 1000
- EXCH VAL KES 1000
- TOTAL KES 1000
- FP CASH

4/ Issuance

--- TST TSM RLR ---

RP/NBOKQ0171/NBOKQ0171 RK/SU 23JUL14/1502Z 61RU2B
1. SPEQ FI/FISHING EQUIPMENT
2. KQ 860 T 06OCT 1 NBOBKK HK1 1C 2359 1335+1 *1A/E*
3. KQ 861 T 10OCT 5 BKKNBO HK1 0035 0610 *1A/E*
4. AP H 769790
5. TK OK23JUL/NBOKQ0171//ETKQ
6. /SSR SPEQ KQ HK1 FI/S2
7. /SSR SPEQ KQ HK1 FI/S3
8. FA PAX 706-2485921682/ETKQ/KES96275/23JUL14/NBOKQ0171/414908
   42/S2-3
9. FA PAX 706-4550223011/DTKQ/KES1000/23JUL14/NBOKQ0171/414908
   2/E6-7
10. FB PAX 2300000912 TTP/TTM/RT OK ETICKET/EMD/S2-3
11. FB PAX 2300000912 TTP/TTM/RT OK ETICKET/EMD/E6-7
12. FE PAX NONENDO/FARE/RESTR APPLY/S2-3
13. FP CASH
14. FP PAX KQ/S2-3

5/ EMD Display

EMD-7064550223011 TYPE-A SYS-1A LOC-61RU2B
INT- FCI-1 2 POI-NBO DOI-23JUL14 IOI-41490842
PAX- SPEQ FI/FISHING EQUIPMENT ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-OHU KQ NBOBKK S-O VALUE-500
 DESCRIPTION-FISH UPTO 23KG
 PRESENT TO-
 PRESENT AT-
 ICW-7062485921682C1 (A)
 EXCESS BAGGAGE- 1 K RATE PER UNIT-USD 50
 SERVICE REMARKS-
CPN-2 RFISC-OHU KQ BKKNBO S-O VALUE-500
 DESCRIPTION-FISH UPTO 23KG
 PRESENT TO-
 PRESENT AT-
 ICW-7062485921682C2 (A)
 EXCESS BAGGAGE- 1 K RATE PER UNIT-USD 50
 SERVICE REMARKS-
FARE F USD 100.00
EQUIV KES 1000
EXCH VAL KES 1000 RFND VAL
TOTAL KES 1000
/FC
FP CASH
F01D-
NON-ENDORSEABLE
6/ Other Airline’s specificities (if applicable)
N/A

7/ Service Change Rules

<table>
<thead>
<tr>
<th>Case</th>
<th>E-ticket &amp; EMD</th>
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<td>Ticket is refunded. EMD will be refunded.</td>
<td>EMD will be voided same as the ticket. EMD will be refunded same as the ticket.</td>
</tr>
<tr>
<td>3.</td>
<td>Passenger changes his mind and rebooks ticket in a lower class</td>
<td></td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
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<td>Passenger is rerouted voluntary</td>
<td></td>
<td>EMD will be reissued for the same service on the new booking.</td>
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<tr>
<td>5.</td>
<td>Upgrade with money</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>6.</td>
<td>Upgrade with points</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>7.</td>
<td>Any involuntary flight cancellation. Passenger does not travel</td>
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<td>Reissued or refunded accordingly</td>
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</tr>
<tr>
<td>9.</td>
<td>...</td>
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</tr>
</tbody>
</table>
Diving Equipment (SPEQ DI)

A. Service description and purpose
Sports Equipment – Diving Equipment

B. Detailed EMD flow

1/ Initial PNR

TICKET RECONCILIATION NEEDED
--- RLR ---
RP/NBOKQ0980/NBOKQ0980 RK/RC 10SEP14/1117Z 29SWOB
1.SPEQ DI/DIVING EQUIPMENT
2 KQ 600 L 28OCT 2 NBOMBA HK1 1D 0600 0700 *1A/E*
   /KQ /KE/C/D/CAB M/ / / / / / /Y 89/B 14/ /AY /EY 75/NBOMBA/KE/L
3 AP NBO +260213320345 - KENYA AIRWAYS REVENUE MANAGEMENT - A
4 TK OK10SEP/NBOKQ0980

2/ Booking

TICKET RECONCILIATION NEEDED
--- TST TSM RLR ---
RP/NBOKQ0980/NBOKQ0980 RK/RC 10SEP14/1120Z 29SWOB
1.SPEQ DI/DIVING EQUIPMENT
2 KQ 600 V 28OCT 2 NBOMBA HK1 1D 0600 0700 *1A/E*
3 AP NBO +260213320345 - KENYA AIRWAYS REVENUE MANAGEMENT - A
4 TK OK10SEP/NBOKQ0980
5 SSR ADTK 1A TO KQ BY 17SEP/1800Z OTHERWISE WILL BE XXLD
   6 /SSR SPEQ KQ HK1 DI/S2
7 OPW NBOKQ0980-11SEP:1519/1C14/KQ REQUIRES DOCUMENT ON OR
   BEFORE 12SEP:1519/E6
8 OPC NBOKQ0980-12SEP:1519/1C16/KQ CANCELLATION DUE TO NO
   DOCUMENT 307247212/AIL/10SEP-1120/E6
9 RC RESTRICTED
10 FE PAX NONENDO/NON TRANSFERABLERESTRICTION APPLY/S2
11 FP CASH
12 FV PAX KQ/S2

3/ Pricing

FXG/L6

<table>
<thead>
<tr>
<th>PASSENGER</th>
<th>PTC</th>
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</tr>
<tr>
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<td>OEE SPEQ 1 KQ600 28OCT KES1360 KES1360</td>
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</tr>
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</table>
KQ EMD AAAS distribution guidelines – service policy for TAs

4/ Issuance

--- TST TSM RLR ---
RP/NBOKQ0980/NBOKQ0980    RK/SU 10SEP14/1155Z 29SWOB

1. SPEQ DI/DIVING EQUIPMENT
2  KQ 600 V 28OCT 2 NBOMBA HK1 1D 0600 0700 *1A/E*
3 AP NBO +2602133203 45 KENYA AIRWAYS REVENUE MANAGEMENT – A
4 TK OK10SEP/NBOKQ0100/ETKQ
5 SSR ADTK 1A TO KQ BY 17SEP/1800Z OTHERWISE WILL BE XXLD
6 /SSR SPEQ KQ HK1 DI W-10KG D-70X25X25CM/S2
7 RC RESTRICTED
8 FA PAX 706-2486200644/ETKQ/KESO/10SEP14/NBOKQ0100/41490562
   /S2
9 FA PAX 706-4550005813/DTKQ/KES1360/10SEP14/NBOKQ0100/41490562
   2/E6
10 FB PAX 1000304937 TTP/TTM/RT OK ETICKET/EMD/S2
11 FB PAX 1000304937 TTP/TTM/RT OK ETICKET/EMD/E6
12 FE PAX NONENDO/NON TRANSFERABLE/RESTRICTION APPLY/S2
13 FP CASH
14 FV PAX KQ/S2

5/ EMD Display

EMD-7064550005813 TYPE-A    SYS-1A LOC-29SWOB
INT-D FCI-0 0 POI-NBO DOI-10SEP14 IOI-41490562
PAX- SPEQ DI/DIVING EQUIPMENT ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-CEE KQ NBOMBA S-O
DESCRIPTION-DIVING EQUIPMENT
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICN-7062486200644C1 (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-KES 0
SERVICE REMARKS-SE
FAKE F KES 1360
BR 90.65000000
EXCH VAL KES 1360 RFND VAL
TAX-
TOTAL KES 1360
/PC NBO KQ MBA1360KES1360END
FP CASH
FOID-
NON-ENDORSABLE

6/ Other Airline’s specificities (if applicable)

N/A
### 7/ Service Change Rules

<table>
<thead>
<tr>
<th>Case</th>
<th>E-ticket &amp; EMD</th>
<th>Change</th>
<th>Procedure / consequences</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Specific flight / any flight</td>
<td>Flight rebooked to another date / flight nbr changes</td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
<tr>
<td>2.</td>
<td>Ticket is voided -&gt; EMD needs to be voided</td>
<td>Ticket is refunded. EMD will be refunded.</td>
<td>EMD will be refunded same as the ticket.</td>
</tr>
<tr>
<td>3.</td>
<td>Passenger changes his mind and rebooks ticket in a lower class</td>
<td></td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
<tr>
<td>4.</td>
<td>Passenger is rerouted voluntary</td>
<td></td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
<tr>
<td>5.</td>
<td>Upgrade with money</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>6.</td>
<td>Upgrade with points</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>7.</td>
<td>Any involuntary flight cancellation. Passenger does not travel</td>
<td></td>
<td>Reissued or refunded accordingly</td>
</tr>
<tr>
<td>8.</td>
<td>Involuntary rerouting to another flight</td>
<td></td>
<td>EMD will be reissued for the same service on the new booking.</td>
</tr>
<tr>
<td>9.</td>
<td>...</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
EMD SALES CANCELLATION (VOID)

**MEDF/PSSM/PSME/PSLG/PSXG**

Consumed at Issuance

**SPEQ SU/SPEQ SK/SPEQ GO/SPEQ FB/SPEQ FI/SPEQ DI**

Voiding for all cases within the same day of issuance and where the sale has not been reported.
EMD REFUND

Please detail here your Airline refund policy, with a few examples / scenarios for each service described previously.

**MEDF/PSSM/PSME/PSLG/PSXG**

Consumed at Issuance

**SPEQ SU/SPEQ SK/SPEQ GO/SPEQ FB/SPEQ FI/SPEQ DI**

Voluntary changes – No refund
Involuntary changes – Refundable if same service cannot be given

EMD EXCHANGE (REISSUE)

**MEDF/PSSM/PSME/PSLG/PSXG**

Consumed at Issuance

**SPEQ SU/SPEQ SK/SPEQ GO/SPEQ FB/SPEQ FI/SPEQ DI**

Exchange for all the services to be tied to same service same carrier.
List of EMD entries

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IU</td>
<td>SVC creation</td>
</tr>
<tr>
<td>SR</td>
<td>SSR creation</td>
</tr>
<tr>
<td>EGVD/CXX</td>
<td>Display available EMD airlines in XX country</td>
</tr>
<tr>
<td>EGCD/VKQ</td>
<td>Display available countries for an airline</td>
</tr>
<tr>
<td>EGSD/VKQ</td>
<td>Display list of EMD services offered by an Airline and details for each of them</td>
</tr>
<tr>
<td>TMI</td>
<td>TSM-P update</td>
</tr>
<tr>
<td>TQM</td>
<td>TSM-P display</td>
</tr>
<tr>
<td>TMX</td>
<td>Delete TSM-P</td>
</tr>
<tr>
<td>TMF</td>
<td>Remove change flag</td>
</tr>
<tr>
<td>TMH</td>
<td>Display history</td>
</tr>
<tr>
<td>TTM</td>
<td>EMD issuance</td>
</tr>
<tr>
<td>EWD</td>
<td>EMD display</td>
</tr>
<tr>
<td>EWH</td>
<td>EMD history display</td>
</tr>
<tr>
<td>TRF</td>
<td>EMD refund</td>
</tr>
<tr>
<td>TRFU</td>
<td>EMD refund update</td>
</tr>
<tr>
<td>TRFP</td>
<td>Refund validation</td>
</tr>
<tr>
<td>TRFIG</td>
<td>Cancellation of refund process</td>
</tr>
<tr>
<td>TRDC</td>
<td>Cancellation, voiding</td>
</tr>
<tr>
<td>EMR</td>
<td>EMD reprint</td>
</tr>
</tbody>
</table>

List of AAAS entries

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FXG</td>
<td>Confirmed service automatic pricing</td>
</tr>
<tr>
<td>FXH</td>
<td>Informative service automatic pricing</td>
</tr>
<tr>
<td>FXK</td>
<td>Ancillary Services catalog display</td>
</tr>
<tr>
<td>SM, ST13C</td>
<td>Seatmap display, Seats booking (seat ref)</td>
</tr>
</tbody>
</table>