

A Quick Guide for BSP/ARC agents to processing advance payments (deposits) for group bookings using EMD GDS

Creating group PNR, finalizing price proposals and confirmation of seats should be done in accordance with the guidelines that can be found on Aeroflot’s official website www.aeroflot.ru (just go to For Agents section → Rules and Instructions → SU Group Booking Rules).

After Aeroflot confirms a group booking, the airline sets a fixed time limit for the agent to make an advance payment for each confirmed seat in the group. The amount of deposit is calculated at the full fixed fare for an adult passenger (not considering CH discount) regardless of the actual number of children in the booking.

An advance payment is made by way of issuing an EMD for the “Deposits Down Payments” service. To do this, you first need to enter a false name* DEPOSIT/PREPAYMENT into group PNR, and then issue EMD for the amount of the fixed advance payment. If the number of people in a group exceeds 50 passengers and if it was booked in several PNRs, you have to issue a separate EMD for each portion of the group.

* Attention Amadeus users:

The names of passengers will be automatically sent to the airline’s system 30 days before departure. A carrier that’s not an Amadeus user will not get an automatically generated telegram with information from the system if some individual names were entered in PNR more than 30 days before departure. That’s why, in such a case, after you enter passengers’ names, it is necessary to use the **NT** transaction (which you can learn about in detail by accessing the HE NT help page). The **NT** transaction can be performed only once.

You also need to enter the following information in the Endorsements/Restrictions column:

GROUP TCPXX PREPAYMENT YYPCT NONREF, where:

XX – the number of passengers in a group;

YY – the pre-payment amount expressed as percentage of the confirmed fare.

Here’s an example of an EMD issued for an advance payment at 20% of the confirmed fare of 100 EUR for a group of 10 people (100 x 10 x 0.2 = 200 EUR):

```
ELECTRONIC MISCELLANEOUS DOCUMENT - S/STANDALONE
5551816261825 NAME-DEPOSIT/PREPAYMENT
TTL NBR OF CPNS-01 DATE OF ISSUE-29JUN16 PNR-LLLPTQ EXP-30JUN16
REASON FOR ISSUANCE CODE-D/FINANCIAL IMPACT
CPN A/L BRDOFF RFISC STAT
1 SU 997 OK
```

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BASE VALUE EUR 200.00 EQUIV VALUE RUB 12200
TOTAL VALUE RUB 12200
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FORM OF PAYMENT
FOP- CA 12200
DATE OF ISSUE-29JUN16 ISSUED AT-MOW 8A3A HEP
ARC/IATA NBR - 99999992
ENDORSEMENTS/RESTRICTIONS-
GROUP TCP10 PREPAYMENT 20PCT NONREF
```

**** VALUE COUPONS DETAILS ****

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CPN 01 OF 01
CPN A/L BRDOFF RFISC STAT QTY
01 SU 997 OK 1
NVB-29JUN2015 NVA-28JUN2016
```

REASON FOR ISSUANCE SUB CODE-997/DEPOSITS DOWN PAYMENTS

PRESENT TO-AEROFLOT
PRESENT AT-FRA
CPN BASE VALUE RUB 12200
CPN TOTAL VALUE RUB 12200

Steps to take in case it's necessary to make an additional deposit:

Example: a deposit of 20% of the confirmed fare was pre-paid for each seat and it's now necessary to deposit the remaining 80% for a group with 100% fare pre-payment. In this case, you need to enter the second false name DEPOSIT/PREPAYMENT TWO into PNR and, in a similar way, issue one extra EMD for the remaining amount.

It's prohibited to issue "Deposits Down Payments" EMD for the amount of taxes and fees (which are collected only during ticket issuance).

After receiving Aeroflot telegram that permits group registration (but not later than the deadline set by the group fare rules), you go ahead with ticket issuance at their full cost (confirmed fare + taxes/fees).

In case a portion of the confirmed group seats is refused, the seat for DEPOSIT/PREPAYMENT must also be cancelled. After unsold seats are cancelled and ticket issuance is completed for all actual passengers, you need to issue an EMD refund via GDS*, with the collection of a penalty (Cancellation Fee, if applicable) for refusing to take the confirmed seats. The amount of penalty should be indicated in the report's TAX column with CP code.

If no refusals to take a portion of seats in group PNR have been received, you need to issue a full EMD refund via GDS, substitute the DEPOSIT/PREPAYMENT name with the name of the actual passenger and issue tickets for all passengers in the group.

* if the GDS functionality you're using does not allow for a partial EMD refund (i.e. with penalty collection), you need to issue an additional "CANCELLATION FEE" EMD for the amount of penalty for not taking the confirmed seats in a group. In the new EMD's "REFERENCED TO DOCUMENT" field, you are required to enter the number of the original EMD (for deposit), add information on EMD (for penalty) in PNR's OSI element (i.e. EMD number, the amount, the number of cancelled seats), or make a request for a partial EMD refund (for deposit) with penalty collection through Refund Application.

!!!! Attention !!!!

Tickets for the confirmed PNR must not be issued after the airline's fixed time limit.

It is prohibited to issue tickets without the permission telegram (the telegram's number must be indicated in the Endorsements/Restrictions column of each issued ticket).

No exchange operations are permitted for the issued «Deposits Down Payments» EMD.

Issuing group tickets must be carried out using just two distinct procedures: issuing tickets at their full cost (confirmed fare + taxes/fees) and the simultaneous deposit refund (minus the penalty for refusing confirmed seats).

It is strictly forbidden:

- for BSP/ARC agents, to issue tickets setting off part of the deposit in the ticket cost (or lowering the fare amount by deposit amount);

- for BSP/ARC agents, to carry out exchange operations for any ticket or vMPD to «Deposits Down Payments» EMD;

- for Aeroflot representations, to issue tickets against the deposits issued by BSP/ARC agents.

Agents may be penalized for violating the rules of group ticket issuance, as prescribed by ADM Policy.