

A Quick Guide* for BSP agents to processing advance payments (deposits) for group bookings

*valid until the connection to EMD GDS is activated when issuing tickets through GDS other than Amadeus (1A), the Sabre families (1S-Sabre/1F-Infini/1B-Abacus) and Travelport (1G-Galileo/1V-Apollo/1P-Worldspan).

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 a ticket through GDS. To do this, you first need to enter a false name* DEPOSIT/PREPAYMENT into group PNR, and then issue a ticket for the amount of the fixed advance payment using manual pricing. 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 DEPOSIT PREPAYMENT ticket 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.

Here’s the list of elements you always have to specify in the ticket for deposit:

- passenger name - always DEPOSIT/PREPAYMENT;
- fare basis – always GGV10;
- fare – the amount of deposit in the currency of the confirmed fare (**issuing hidden fares through IT/BT is prohibited**);
- total – the amount of deposit in the currency of payment;
- taxes/fees – all excluded;
- Endorsements/Restrictions:
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.
- tour code – don’t fill in (in GDS that require you to fill this field, just enter the word GROUP).

Here’s an example of a ticket issued for an advance payment at 20% of the confirmed fare of 150 EUR for a group of 30 people (150 x 30 x 0.2 = 900 EUR):

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VIRTUAL COUPON RECORD
5554841234567          NAME-DEPOSIT/PREPAYMENT
TTL NBR OF CPNS- 2 DATE OF ISSUE-01JUL16 PNR-KFDVOD          01JUL16
CPN A/L FLT  CLS DATE  BRDOFF  TIME  ST F/B          STAT
  1  SU  2307  G  10SEP  FRASVO  1130  OK GGV10          OK
 20  SU  2306  G  17SEP  SVOFRA  0905  OK GGV10          OK

FARE EUR   900.00  TAX EXEMPT      TOTAL EUR   900.00

FARE CALC FRA SU MOW 0.00 SU FRA 0.00 NUC 0.00 END ROE 0.735385

FCMI-M

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FORM OF PAYMENT

FOP-INVOICE123

DATE OF ISSUE-01JUL16

ISSUED AT-FRA

KRGS

ISSUE STATION-23273876

ENDORSEMENTS/RESTRICTIONS-

GROUP TCP30 PREPAYMENT 20PCT NONREF

IT-

REMARKS-

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 ticket for the remaining amount.

It's prohibited to issue the DEPOSIT/PREPAYMENT ticket 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 refund the DEPOSIT/PREPAYMENT ticket 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 refund of the DEPOSIT/PREPAYMENT ticket via GDS, substitute the DEPOSIT/PREPAYMENT name with the name of the actual passenger and issue tickets for all passengers in the group.

!!! 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 DEPOSIT/PREPAYMENT ticket.

Issuing group tickets must be carried out using just two distinct operations: 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 agents, to issue tickets setting off part of the deposit in the ticket cost (or lowering the fare amount by deposit amount);

- for BSP agents, to exchange any ticket for the DEPOSIT/PREPAYMENT ticket;

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

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