

WELCOME TO TATA SIA AIRLINES LTD



A brand that aims to set new standards in Indian aviation. An airline that pushes the boundaries of air travel and offers a seamless flying experience.

Drawing from the rich and illustrious heritage of its two parent companies – Tata Sons Ltd. And Singapore Airlines Ltd, TSAL aims to set new standards in the aviation industry in India.

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1 Vistara Ancillary services

Vistara introduces automated ancillary services which our travel partners can now offer to their valuable customers on Amadeus GDS.

2 Features and Functionalities

- *Services which price are filed in OC fees in ATPCO.*
- *All services will be issued through EMD-A document type.*
- *EMD's can be voided till midnight on the date of issuance.*
- *EMD's cannot be exchanged / re-issued.*
- *EMD's once refunded can be cancelled/re-instated only till midnight on the date of issuance.*
- *Services must be purchased in the assigned time limit and are subject to auto cancellation.*
- *EMD's cannot be issued for infants.*

- Issuance of manual EMD's is not permitted and is subject to ADM's.
- PNR must be priced before adding/pricing any service.
- PNR must be ticketed before issuing any service.
- Same service cannot be added / issued again till the time EMD is voided or refunded and SSR deleted.
- Baggage related procedures will remain as per respective country's policies.
- The prices will get clubbed in 1 EMD for any service if SSR is incorporated for the entire journey (if applicable).
- For customers embarking on a journey originating or terminating in an airport located in the State of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura or Bagdogra in West Bengal, the GST exemption will apply to/from the following airports:
DIB, GAU, JRH, IXI, IXS, TEZ, IMF, SHL, AJL, DMU, IXA, IXB, DEP, IXT, IXV, TEI, ZER, RUP, IXH, IXN and IXQ which means that any customer traveling to/from the above airports is not liable to pay K3 tax for any ancillary service (except Lounge service).
- GST tax (K3) of 5% for travel in Economy class and 12% for travel in Premium Economy or Business class will be collected respectively on the EMD document for domestic journeys and International journeys commencing Ex-India.
- Auto limit will get combined if any other ancillary is added later if previous service is not issued.
- All services are inclusive of taxes.
- All services/prices are subject to change at any time without any prior notice.

3 Service – Extra Piece baggage

Service description and purpose

These baggage services can be offered to customers who wish to buy/carry additional pieces (each up to 23 kgs.) apart from the entitled baggage allowance.

This service applies to destinations where Piece concept baggage rules apply e.g. LHR, FRA.

The customers can be offered discounted rates up to 6 hours before departure and non-discounted rates within D-6 till D-2 hrs. of flight departure.

The prices are filed in USD and will be converted in local currency depending on the point of sale upon EMD issuance.

Th prices have been filed on O&D basis e.g. for a customer travelling from HYD-DEL-LHR (with connecting flight in Delhi within 24hrs.) will be charged only once for the entire portion and will be provided through check-in at airport. If the connecting flight is above 24hrs. then per segment price will be charged.

Extra piece can be purchased in four categories and is sold/distributed through different SSR codes:

SSR Codes -

ABAG/BBAG/CBAG/DBAG

Discounted rates :

SSR	RFISC code	Timelines for sale	Description	Discounted Price
ABAG	OCC	Before D-6 hrs.	1 Piece up to 23 kg	USD 160
BBAG	OCD	Before D-6 hrs.	2 Pieces up to 23 kg each	USD 320
CBAG	OCE	Before D-6 hrs.	3 Pieces up to 23 kg each	USD 480
DBAG	OCF	Before D-6 hrs.	4 Pieces up to 23 kg each	USD 640

Non-discounted rates :

SSR	RFISC code	Timelines for sale	Description	Discounted Price
ABAG	OCC	Within D-6 till D-2 hrs.	1 Piece up to 23 kg	USD 220
BBAG	OCD	Within D-6 till D-2 hrs.	2 Pieces up to 23 kg each	USD 440
CBAG	OCE	Within D-6 till D-2 hrs.	3 Pieces up to 23 kg each	USD 660
DBAG	OCF	Within D-6 till D-2 hrs.	4 Pieces up to 23 kg each	USD 880

Example : PNR for 4 customers traveling from DEL-LHR.

```
--- TST RLR ---
RP/DELUK08AA/DELUK08AA          VP/SU  24DEC20/0746Z   50XF9F
 1.SETHI/AJAY MR    2.SETHI/PRATEEK MR
 3.SETHI/SAURAV MSTR(CHD)  4.SETHI/SWATI MS
 5 UK 111 K 24JAN 7 DELLHR HK4 0115 3 0215 0655   *1A/E*
 6 AP DEL +919289228888 - VISTARA RESERVATIONS - A
 7 TK PAX OK24DEC/DELUK08AA//ETUK/S5/P1-2,4
 8 TK OK24DEC/DELUK08AA//ETUK
 9 SSR CHLD UK HK1/P3
10 FA PAX 228-2403584120/ETUK/INR38343/24DEC20/DELUK08AA/140915
   34/S5/P1
11 FA PAX 228-2403584121/ETUK/INR38343/24DEC20/DELUK08AA/140915
   34/S5/P2
12 FA PAX 228-2403584122/ETUK/INR38343/24DEC20/DELUK08AA/140915
   34/S5/P4
13 FA PAX 228-2403584123/ETUK/INR31555/24DEC20/DELUK08AA/140915
   34/S5/P3
```

Entry:

We first incorporate the service as per customers requirement through the entry:
SRABAG or BBAG or CBAG or DBAG. After end transact time limit will also get generated under OPC element.

e.g. SRABAG/P1 or SRBBAG/P2

```
RP/DELUK08AA/DELUK08AA          VP/SU  24DEC20/0747Z   50XF9F
 1.SETHI/AJAY MR    2.SETHI/PRATEEK MR
 3.SETHI/SAURAV MSTR(CHD)  4.SETHI/SWATI MS
 5 UK 111 K 24JAN 7 DELLHR HK4 0115 3 0215 0655   *1A/E*
 6 AP DEL +919289228888 - VISTARA RESERVATIONS - A
 7 TK PAX OK24DEC/DELUK08AA//ETUK/S5/P1-2,4
 8 TK OK24DEC/DELUK08AA//ETUK
```

9 SSR CHLD UK HK1/P3
 10 /SSR ABAG UK HK1/S5/P1
 11 /SSR BBAG UK HK1/S5/P2
 12 /SSR CBAG UK HK1/S5/P3
 13 /SSR DBAG UK HK1/S5/P4
 14 OPW-23DEC:1517/1C14/UK REQUIRES DOCUMENT ON OR BEFORE
 24DEC:1517/E10-13
 15 OPC-24DEC:1517/1C16/UK CANCELLATION DUE TO NO DOCUMENT/E10-1

3

Price the services with FXG command :

FXG

PASSENGER	PTC	-----
OC SRV NP PR FLGT DATE (INR)FARE TAX TOTAL		
01 SETHI/AJAY MR ADT		
0CC ABAG 1 UK111 24JAN INR11818		INR 11818
02 SETHI/PRATEEK M ADT		
0CD BBAG 1 UK111 24JAN INR23531		INR 23531
03 SETHI/SAURAV MS CHD		
0CE CBAG 1 UK111 24JAN INR35296		INR 35296
04 SETHI/SWATI MS ADT		
0CF DBAG 1 UK111 24JAN INR47062		INR 47062

Update FOP e.g. CASH and then issue EMDs after end transact.

TMI/ALL/FP-CASH

M	P	R	NAME	TOTAL	FOP	ELEMENTS	T
1	.1	C/C	SETHI/AJAY MR	INR 11818	CASH	10	P
2	.2	C/C	SETHI/PRATEEK +	INR 23531	CASH	11	P
3	.3	C/C	SETHI/SAURAV M+	INR 35296	CASH	12	P
4	.4	C/C	SETHI/SWATI MS	INR 47062	CASH		

TTM/RT

OK EMD

RP/DELUK08AA/DELUK08AA VP/SU 24DEC20/0755Z 50XF9F
 1.SETHI/AJAY MR 2.SETHI/PRATEEK MR
 3.SETHI/SAURAV MSTR(CHD) 4.SETHI/SWATI MS
 5 UK 111 K 24JAN 7 DELLHR HK4 0115 3 0215 0655 *1A/E*
 6 AP DEL +919289228888 - VISTARA RESERVATIONS - A
 7 TK PAX OK24DEC/DELUK08AA//ETUK/S5/P1-2,4
 8 TK OK24DEC/DELUK08AA//ETUK
 9 SSR CHLD UK HK1/P3
 10 /SSR ABAG UK HK1/S5/P1
 11 /SSR BBAG UK HK1/S5/P2
 12 /SSR CBAG UK HK1/S5/P3
 13 /SSR DBAG UK HK1/S5/P4

18 FA PAX 228-9800075387/DTUK/INR11818/24DEC20/DELUK08AA/140915
34/P1/E10
19 FA PAX 228-9800075388/DTUK/INR23531/24DEC20/DELUK08AA/140915
34/P2/E11
20 FA PAX 228-9800075389/DTUK/INR35296/24DEC20/DELUK08AA/140915
34/P3/E12
21 FA PAX 228-9800075390/DTUK/INR47062/24DEC20/DELUK08AA/140915
34/P4/E13

System computes and picks up the relevant discounted USD price (as sale made before 6 hrs. before flight departure) and converts the same in INR (as POS is India).

Further break up can be seen in the EMD images :

EWD/L18

EMD-2289800075387 TYPE-A SYS-1A LOC-50XF9F
INT-I FCI-0 0 I-DEL DOI-24DEC20 IOI-14091534
PAX- SETHI/AJAY MR ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-0CC UK DELLHR S-O
DESCRIPTION-1 PIECE UP TO 23 KG
PRESENT TO-
PRESENT AT-
ICW-2282403584120E1 (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-INR 0
SERVICE REMARKS-B1
FARE F INR 11255 BR 73.860262
EXCH VAL INR 11818 RFND VAL
TAX-01 X K3 563
TOTAL INR 11818
/FC DEL UK LON11255INR11255END
FP CASH

EWD/L19

EMD-2289800075388 TYPE-A SYS-1A LOC-50XF9F
INT-I FCI-0 0 POI-DEL DOI-24DEC20 IOI-14091534
PAX- SETHI/PRATEEK MR ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-0CD UK DELLHR S-O
DESCRIPTION-2 PIECES UP TO 23 KG EACH
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-2282403584121E1 (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-INR 0
SERVICE REMARKS-B2
FARE F INR 22410 BR 73.533382

EXCH VAL INR 23531 RFND VAL
TAX-01 X K3 1121
TOTAL INR 23531
/FC DEL UK LON22410INR22410END
FP CASH

EWD/L20

EMD-2289800075389 TYPE-A SYS-1A LOC-50XF9F
INT-I FCI-0 0 POI-DEL DOI-24DEC20 IOI-14091534
PAX- SETHI/SAURAV MSTR CHD
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-0CE UK DELLHR S-O
DESCRIPTION-3 PIECES UP TO 23 KG EACH
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-2282403584123E1 (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-INR 0
SERVICE REMARKS-B3
FARE F INR 33615
BR 73.533382

EXCH VAL INR 35296 RFND VAL
TAX-01 X K3 1681
TOTAL INR 35296
/FC DEL UK LON33615INR33615END
FP CASH

EWD/L21

EMD-2289800075390 TYPE-A SYS-1A LOC-50XF9F
INT-I FCI-0 0 POI-DEL DOI-24DEC20 IOI-14091534
PAX- SETHI/SWATI MS ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-0CF UK DELLHR S-O
DESCRIPTION-4 PIECES UP TO 23 KG EACH
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-2282403584122E1 (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-INR 0
SERVICE REMARKS-B4
FARE F INR 44821
BR 73.533382

EXCH VAL INR 47062 RFND VAL
TAX-01 X K3 2241
TOTAL INR 47062
/FC DEL UK LON44821INR44821END
FP CASH

Note: Instead of adding the service manually by creating SSR segment, the user can also use Book & Price functionality (FWK) to book and price the service from ancillary catalogue.

To book and price the service, use this entry >FWKn-formatted text (where n is line number)

FXK

	PASSENGER	PR	FROM-TO	C	SC	SRV	PTC	BKM	(INR)	TOTAL	AV
FLIGHT RELATED											
001	P4		UK DEL-LHR	F	0CC	ABAG	ADT	SSR	INR11766		OK
			STD BAG1 1 PIECE UP TO 23KG -								
002	P4		UK DEL-LHR	F	0CD	BBAG	ADT	SSR	INR23531		OK
			STD BAG2 2 PIECES UP TO 23KG EACH -								
003	P4		UK DEL-LHR	F	0CE	CBAG	ADT	SSR	INR35296		OK
			3 PIECES UP TO 23KG EACH -								
004	P4		UK DEL-LHR	F	0CF	DBAG	ADT	SSR	INR47062		OK

O&D journey

In case the customer is traveling on a connection within 24hrs. then :

- SSR has to be incorporated for both segments e.g. HYD-DEL-LHR
- FXG command must be given for both segments together so that system picks up the price only once.

Example :

```
RP/DELUK08AA/DELUK08AA          VP/SU  27DEC20/1048Z   5I22N5
1.PAGARE/VIMAL MR
2  UK 860 K 25JAN 1 HYDDEL HK1  0615    0700 0900   *1A/E*
3  UK 017 K 25JAN 1 DELLHR HK1  1210 3   1310 1715   *1A/E*
4 AP DEL +919289228888 - VISTARA RESERVATIONS - A
5 TK OK27DEC/DELUK08AA//ETUK
6 FA PAX 228-2403584164/ETUK/INR43966/27DEC20/DELUK08AA/140915
  34/S2-3
```

Incorporate SSR for both segments i.e. SRABAG/S2-3

```
RP/DELUK08AA/DELUK08AA          VP/SU  27DEC20/1049Z   5I22N5
1.PAGARE/VIMAL MR
2  UK 860 K 25JAN 1 HYDDEL HK1  0615    0700 0900   *1A/E*
3  UK 017 K 25JAN 1 DELLHR HK1  1210 3   1310 1715   *1A/E*
4 AP DEL +919289228888 - VISTARA RESERVATIONS - A
5 TK OK27DEC/DELUK08AA//ETUK
6 /SSR ABAG UK HK1/S2
7 /SSR ABAG UK HK1/S3
8 OPW-23DEC:1819/1C14/UK REQUIRES DOCUMENT ON OR BEFORE
  27DEC:1819/E6-7
9 OPC-27DEC:1819/1C16/UK CANCELLATION DUE TO NO DOCUMENT/E6-7
```

Price the service with both segments combined :

>FXG/L6-7

FXG/L6-7

PASSENGER PTC -----
OC SRV NP PR FLGT DATE (INR)FARE TAX TOTAL
01 PAGARE/VIMAL MR ADT
0CC ABAG 1 UK860 25JAN
0CC ABAG 1 UK17 25JAN INR11766 INR 11766

System picks up the price for entire portion. EMD image below.

RP/DELUK08AA/DELUK08AA VP/SU 27DEC20/1056Z 5I22N5
1.PAGARE/VIMAL MR
2 UK 860 K 25JAN 1 HYDDEL HK1 0615 0700 0900 *1A/E*
3 UK 017 K 25JAN 1 DELLHR HK1 1210 3 1310 1715 *1A/E*
4 AP DEL +919289228888 - VISTARA RESERVATIONS - A
5 TK OK27DEC/DELUK08AA//ETUK
6 /SSR ABAG UK HK1/S2
7 /SSR ABAG UK HK1/S3
8 FA PAX 228-2403584164/ETUK/INR43966/27DEC20/DELUK08AA/140915
34/S2-3
9 FA PAX 228-9800075391/DTUK/INR11766/27DEC20/DELUK08AA/140915
34/E6-7

EMD-2289800075391 TYPE-A SYS-1A LOC-5I22N5
INT-I FCI-0 0 POI-DEL DOI-27DEC20 IOI-14091534
PAX- PAGARE/VIMAL MR ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-0CC UK HYDDEL S-O
DESCRIPTION-1 PIECE UP TO 23 KG
PRESENT TO-
PRESENT AT-
ICW-2282403584164E1 (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-INR 0
SERVICE REMARKS-B1
CPN-2 RFISC-0CC UK DELLHR S-O
DESCRIPTION-1 PIECE UP TO 23 KG
PRESENT TO-
PRESENT AT-
ICW-2282403584164E2 (A)
EXCESS BAGGAGE- 1 N RATE PER UNIT-INR 0
SERVICE REMARKS-B1
FARE F INR 11205 BR 73.533382
EXCH VAL INR 11766 RFND VAL
TAX-01 X K3 561
TOTAL INR 11766
/FC HYD UK DEL UK LON11205INR11205END
FP CASH
FOID-
NON-ENDORSABLE

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	Specific flight / any	Flight rebooked to another date / flight nbr	Call UK Customer Service center

	<i>flight</i>	<i>changes</i>	to add the service for the new flight.
2		<i>Ticket is voided -> EMD needs to be voided</i> <i>Ticket is refunded. EMD will be refunded.</i>	
3		<i>Passenger changes his mind and rebooks ticket in a lower class</i>	
4		<i>Passenger is rerouted voluntary</i>	
5		<i>Any involuntary flight cancellation.</i> <i>Passenger does not travel</i>	EMD can be fully refunded
6		<i>Involuntary rerouting to another flight</i>	Service will move to the next flight automatically by UK provided O&D remain same.

4 Service – Extra baggage (weight concept)

Service description and purpose:

These baggage services can be offered to customers who wish to buy/carry additional baggage apart from the entitled baggage allowance.

This service applies to destinations where Weight concept baggage rules apply e.g. Within India and SIN,BKK,DXB The customers can be offered discounted rates up to 6 hours before departure and non-discounted rates within D-6 till D-2 hrs. of flight departure.

The prices are filed in both INR (for within India journeys) and USD (for International destinations) and will be converted in local currency depending on the point of sale upon EMD issuance.

The prices have been filed on O&D basis e.g. for a customer travelling from HYD-DEL-SIN (with connecting flight in Delhi within 24hrs.) will be charged only once for the entire portion and will be provided through check-in at airport. If the connecting flight is above 24hrs. then per segment price will be charged.

Service requires specific mandatory text followed by the SSR to obtain the correct price for the respective range.

Extra baggage can be purchased in 12 categories and is sold/distributed through a common SSR code :

SSR Code -

XBAG

Discounted rates (for within India journeys):

RFISC	Description	Mandatory text	Timeline for sale	Price
0CW	Excess baggage between 1-5 kg	TTL5KG1PC	Before D-6 hrs.	INR 2000
0CZ	Excess baggage between 6-10 kg	TTL10KG1PC	Before D-6 hrs.	INR 3500
0C2	Excess baggage between 11 - 15 kg	TTL15KG1PC	Before D-6 hrs.	INR 5000
0C5	Excess baggage between 16 - 20 kg	TTL20KG1PC	Before D-6 hrs.	INR 7500

0C4	Excess baggage between 21 - 25 kg	TTL25KG1PC	Before D-6 hrs.	INR 9500
0FL	Excess baggage between 26 - 30 kg	TTL30KG1PC	Before D-6 hrs.	INR 11500
0C7	Excess baggage between 31 - 35 kg	TTL35KG1PC	Before D-6 hrs.	INR 13000
0C9	Excess baggage between 36 - 45 kg	TTL45KG1PC	Before D-6 hrs.	INR 16800
0I7	Excess baggage between 46 - 55 kg	TTL55KG1PC	Before D-6 hrs.	INR 20600
0GY	Excess baggage between 56 - 65 kg	TTL65KG1PC	Before D-6 hrs.	INR 24300
0GX	Excess baggage between 66 - 80 kg	TTL80KG1PC	Before D-6 hrs.	INR 30000
0GZ	Excess baggage between 81 - 96 kg	TTL96KG1PC	Before D-6 hrs.	INR 36000

Non-Discounted rates (for within India journeys):

RFISC	Description	Mandatory text	Timeline for sale	Price
0CW	Excess baggage between 1-5 kg	TTL5KG1PC	Within D-6 hrs. till D-2 hrs.	INR 2500
0CZ	Excess baggage between 6-10 kg	TTL10KG1PC	Within D-6 hrs. till D-2 hrs.	INR 5000
0C2	Excess baggage between 11 - 15 kg	TTL15KG1PC	Within D-6 hrs. till D-2 hrs.	INR 7500
0C5	Excess baggage between 16 - 20 kg	TTL20KG1PC	Within D-6 hrs. till D-2 hrs.	INR 10000
0C4	Excess baggage between 21 - 25 kg	TTL25KG1PC	Within D-6 hrs. till D-2 hrs.	INR 12500
0FL	Excess baggage between 26 - 30 kg	TTL30KG1PC	Within D-6 hrs. till D-2 hrs.	INR 15000
0C7	Excess baggage between 31 - 35 kg	TTL35KG1PC	Within D-6 hrs. till D-2 hrs.	INR 17500
0C9	Excess baggage between 36 - 45 kg	TTL45KG1PC	Within D-6 hrs. till D-2 hrs.	INR 22500
0I7	Excess baggage between 46 - 55 kg	TTL55KG1PC	Within D-6 hrs. till D-2 hrs.	INR 27500
0GY	Excess baggage between 56 - 65 kg	TTL65KG1PC	Within D-6 hrs. till D-2 hrs.	INR 32500
0GX	Excess baggage between 66 - 80 kg	TTL80KG1PC	Within D-6 hrs. till D-2 hrs.	INR 40000
0GZ	Excess baggage between 81 - 96 kg	TTL96KG1PC	Within D-6 hrs. till D-2 hrs.	INR 48000

Discounted rates (for other International destinations):

RFISC	Description	Mandatory text	Timeline for sale	Price
0CW	Excess baggage between 1-5 kg	TTL5KG1PC	Before D-6 hrs.	USD 50
0CZ	Excess baggage between 6-10 kg	TTL10KG1PC	Before D-6 hrs.	USD 100
0C2	Excess baggage between 11 - 15	TTL15KG1PC	Before D-6 hrs.	USD 150

	<i>kg</i>			
0C5	<i>Excess baggage between 16 - 20 kg</i>	<i>TTL20KG1PC</i>	<i>Before D-6 hrs.</i>	<i>USD 200</i>
0C4	<i>Excess baggage between 21 - 25 kg</i>	<i>TTL25KG1PC</i>	<i>Before D-6 hrs.</i>	<i>USD 275</i>
0FL	<i>Excess baggage between 26 - 30 kg</i>	<i>TTL30KG1PC</i>	<i>Before D-6 hrs.</i>	<i>USD 330</i>
0C7	<i>Excess baggage between 31 - 35 kg</i>	<i>TTL35KG1PC</i>	<i>Before D-6 hrs.</i>	<i>USD 385</i>
0C9	<i>Excess baggage between 36 - 45 kg</i>	<i>TTL45KG1PC</i>	<i>Before D-6 hrs.</i>	<i>USD 495</i>
0I7	<i>Excess baggage between 46 - 55 kg</i>	<i>TTL55KG1PC</i>	<i>Before D-6 hrs.</i>	<i>USD 605</i>
0GY	<i>Excess baggage between 56 - 65 kg</i>	<i>TTL65KG1PC</i>	<i>Before D-6 hrs.</i>	<i>USD 715</i>
0GX	<i>Excess baggage between 66 - 80 kg</i>	<i>TTL80KG1PC</i>	<i>Before D-6 hrs.</i>	<i>USD 880</i>
0GZ	<i>Excess baggage between 81 - 96 kg</i>	<i>TTL96KG1PC</i>	<i>Before D-6 hrs.</i>	<i>USD 1056</i>

Non-Discounted rates (for International destinations):

RFISC	Description	Mandatory text	Timeline for sale	Price
0CW	<i>Excess baggage between 1-5 kg</i>	<i>TTL5KG1PC</i>	<i>Within D-6 hrs. till D-2 hrs.</i>	<i>USD 60</i>
0CZ	<i>Excess baggage between 6-10 kg</i>	<i>TTL10KG1PC</i>	<i>Within D-6 hrs. till D-2 hrs.</i>	<i>USD 120</i>
0C2	<i>Excess baggage between 11 - 15 kg</i>	<i>TTL15KG1PC</i>	<i>Within D-6 hrs. till D-2 hrs.</i>	<i>USD 180</i>
0C5	<i>Excess baggage between 16 - 20 kg</i>	<i>TTL20KG1PC</i>	<i>Within D-6 hrs. till D-2 hrs.</i>	<i>USD 240</i>
0C4	<i>Excess baggage between 21 - 25 kg</i>	<i>TTL25KG1PC</i>	<i>Within D-6 hrs. till D-2 hrs.</i>	<i>USD 300</i>
0FL	<i>Excess baggage between 26 - 30 kg</i>	<i>TTL30KG1PC</i>	<i>Within D-6 hrs. till D-2 hrs.</i>	<i>USD 360</i>
0C7	<i>Excess baggage between 31 - 35 kg</i>	<i>TTL35KG1PC</i>	<i>Within D-6 hrs. till D-2 hrs.</i>	<i>USD 420</i>
0C9	<i>Excess baggage between 36 - 45 kg</i>	<i>TTL45KG1PC</i>	<i>Within D-6 hrs. till D-2 hrs.</i>	<i>USD 540</i>
0I7	<i>Excess baggage between 46 - 55 kg</i>	<i>TTL55KG1PC</i>	<i>Within D-6 hrs. till D-2 hrs.</i>	<i>USD 660</i>
0GY	<i>Excess baggage between 56 - 65 kg</i>	<i>TTL65KG1PC</i>	<i>Within D-6 hrs. till D-2 hrs.</i>	<i>USD 780</i>
0GX	<i>Excess baggage between 66 - 80 kg</i>	<i>TTL80KG1PC</i>	<i>Within D-6 hrs. till D-2 hrs.</i>	<i>USD 960</i>

OGZ	Excess baggage between 81 - 96 kg	TTL96KG1PC	Within D-6 hrs. till D-2 hrs.	USD 1152
-----	-----------------------------------	------------	-------------------------------	----------

Example : PNR for 1 customer traveling from BOM-DEL.

```

--- TST RLR ---
RP/DELUK08AA/DELUK08AA          VP/SU  27DEC20/1445Z   5L8YWS
 1.KAUSHAL/VARUN MR
 2  UK 930 D 29JAN 5 BOMDEL HK1  0645 2   0730 0940   *1A/E*
 3 AP DEL +919289228888 - VISTARA RESERVATIONS - A
 4 TK OK27DEC/DELUK08AA//ETUK
 5 FA PAX 228-2403584165/ETUK/INR25901/27DEC20/DELUK08AA/140915
    34/S2

```

Entry:

We first incorporate the service as per customers requirement through the entry:

SRXBAG-TTL5KG1PC

```

--- TST RLR ---
RP/DELUK08AA/DELUK08AA          VP/SU  27DEC20/1446Z   5L8YWS
 1.KAUSHAL/VARUN MR
 2  UK 930 D 29JAN 5 BOMDEL HK1  0645 2   0730 0940   *1A/E*
 3 AP DEL +919289228888 - VISTARA RESERVATIONS - A
 4 TK OK27DEC/DELUK08AA//ETUK
 5 /SSR XBAG UK HK1 TTL5KG1PC/S2
 6 OPW-23DEC:2216/1C14/UK REQUIRES DOCUMENT ON OR BEFORE
    27DEC:2216/E5
 7 OPC-27DEC:2216/1C16/UK CANCELLATION DUE TO NO DOCUMENT/E5
 8 FA PAX 228-2403584165/ETUK/INR25901/27DEC20/DELUK08AA/140915
    34/S2

```

Price the services with FXG command :

FXG

```

PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (INR)FARE    TAX          TOTAL
01 KAUSHAL/VARUN M ADT
0CW XBAG   1 UK930   29JAN INR2000                INR 2000

```

Update FOP and then issue EMDs after end transact.

TTM/RT

OK EMD

```

--- TST TSM RLR ---
RP/DELUK08AA/DELUK08AA          VP/SU  27DEC20/1448Z   5L8YWS
 1.KAUSHAL/VARUN MR
 2  UK 930 D 29JAN 5 BOMDEL HK1  0645 2   0730 0940   *1A/E*
 3 AP DEL +919289228888 - VISTARA RESERVATIONS - A
 4 TK OK27DEC/DELUK08AA//ETUK
 5 /SSR XBAG UK HK1 TTL5KG1PC/S2
 6 FA PAX 228-2403584165/ETUK/INR25901/27DEC20/DELUK08AA/140915
    34/S2
 7 FA PAX 228-9800075392/DTUK/INR2000/27DEC20/DELUK08AA/1409153

```

System picks up the relevant price for the range (as sale made before 6 hrs. before flight departure).

Further break up can be seen in the EMD images :

EWD/L7

```

EMD-2289800075392      TYPE-A      SYS-1A  LOC-5L8YWS
INT-D      FCI-0  0      POI-DEL      DOI-27DEC20      IOI-14091534
PAX- KAUSHAL/VARUN MR      ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0CW  UK BOMDEL  S-O
DESCRIPTION-EXCESS BAGGAGE BETWEEN 1 - 5 KGS
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-2282403584165E1      (A)
EXCESS BAGGAGE-      5 K RATE PER UNIT-INR      0
SERVICE REMARKS-05
FARE      F      INR      1785
EXCH VAL INR      2000      RFND VAL
TAX-01 X      K3      215
TOTAL      INR      2000
/FC BOM UK DEL1785INR1785END

```

Note: Instead of adding the service manually by creating SSR segment, the user can also use Book & Price functionality (FWK) to book and price the service from ancillary catalogue.

To book and price the service, use this entry >FWKn-formatted text (where n is line number)

FXK

```

PASSENGER      PR FROM-TO C SC  SRV  PTC BKM (INR) TOTAL  AV
FLIGHT RELATED
001 P1      UK BOM-DEL F 0C2 XBAG ADT SSR  INR5000  OK
    EXCESS BAGGAGE 11 TO 15 KG -
002 P1      UK BOM-DEL F 0C4 XBAG ADT SSR  INR9500  OK
    STD BAG1 EXCESS BAGGAGE 21 TO 25KG -
003 P1      UK BOM-DEL F 0C5 XBAG ADT SSR  INR7500  OK
    EXCESS BAGGAGE 16 TO 20KG -
004 P1      UK BOM-DEL F 0C7 XBAG ADT SSR  INR13000  OK
    EXCESS BAGGAGE 31 TO 35KG -
005 P1      UK BOM-DEL F 0C9 XBAG ADT SSR  INR16800  OK
    EXCESS BAGGAGE 36 TO 45KG -
006 P1      UK BOM-DEL F 0CW XBAG ADT SSR  INR2000  OK
    EXCESS BAGGAGE UP TO 5KG -
007 P1      UK BOM-DEL F 0CZ XBAG ADT SSR  INR3500  OK
    EXCESS BAGGAGE 6 TO 10KG -
008 P1      UK BOM-DEL F 0FL XBAG ADT SSR  INR11500  OK

```

```

    EXCESS BAGGAGE 26 TO 30KG -
009 P1          UK BOM-DEL F 0GX XBAG ADT SSR  INR30000  OK
    EXCESS BAGGAGE 66 TO 80KG -
010 P1          UK BOM-DEL F 0GY XBAG ADT SSR  INR24300  OK
    EXCESS BAGGAGE 56 TO 65KG -
011 P1          UK BOM-DEL F 0GZ XBAG ADT SSR  INR36000  OK
    EXCESS BAGGAGE 81 TO 96KG -
012 P1          UK BOM-DEL F 0I7 XBAG ADT SSR  INR20600  OK
    EXCESS BAGGAGE 46 TO 55KG -

```

O&D journey

In case the customer is traveling on a connection within 24hrs. then :

- c) SSR has to be incorporated for both segments e.g. HYD-DEL-SIN
- d) FXG command must be given for both segments together so that system picks up the price only once.

Example :

```

--- TST RLR ---
RP/DELUK08AA/DELUK08AA          VP/SU  27DEC20/1503Z   5LG5VI
1.BAHUGUNA/ANIL MR(INF/TANYA/23JAN20)
2  UK 890 P 20JAN 3 HYDDEL HK1  1655    1740 2000   *1A/E*
3  UK 115 P 20JAN 3 DELSIN HK1  2245 3   2345 0815+1 *1A/E*
4 AP DEL +919289228888 - VISTARA RESERVATIONS - A
5 TK PAX OK27DEC/DELUK08AA//ETUK/S2-3
6 TK OK27DEC/DELUK08AA//ETUK
7 SSR INFT UK HK1 BAHUGUNA/TANYA 23JAN20/S2
8 SSR INFT UK HK1 BAHUGUNA/TANYA 23JAN20/S3
9 FA PAX 228-2403584166/ETUK/INR30686/27DEC20/DELUK08AA/140915
   34/S2-3
10 FA INF 228-2403584167/ETUK/INR3243/27DEC20/DELUK08AA/1409153
   4/S2-3

```

Incorporate SSR for both segments i.e. SRXBAG-TTL20KG1PC/S2-3

```

--- TST RLR ---
RP/DELUK08AA/DELUK08AA          VP/SU  27DEC20/1505Z   5LG5VI
1.BAHUGUNA/ANIL MR(INF/TANYA/23JAN20)
2  UK 890 P 20JAN 3 HYDDEL HK1  1655    1740 2000   *1A/E*
3  UK 115 P 20JAN 3 DELSIN HK1  2245 3   2345 0815+1 *1A/E*
4 AP DEL +919289228888 - VISTARA RESERVATIONS - A
5 TK PAX OK27DEC/DELUK08AA//ETUK/S2-3
6 TK OK27DEC/DELUK08AA//ETUK
7 SSR INFT UK HK1 BAHUGUNA/TANYA 23JAN20/S2
8 SSR INFT UK HK1 BAHUGUNA/TANYA 23JAN20/S3
9  /SSR XBAG UK HK1 TTL20KG1PC/S2
10 /SSR XBAG UK HK1 TTL20KG1PC/S3
11 OPW-23DEC:2235/1C14/UK REQUIRES DOCUMENT ON OR BEFORE
   27DEC:2235/E9-10
12 OPC-27DEC:2235/1C16/UK CANCELLATION DUE TO NO DOCUMENT/E9-10

```

Price the service with both segments combined :

>FXG/L6-7

```

PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (INR)FARE    TAX          TOTAL
01 BAHUGUNA/ANIL M ADT
0C5 XBAG    1 UK890    20JAN
0C5 XBAG    1 UK115    20JAN INR14772          INR 14772

```

System computes and picks up the relevant discounted USD price (as sale made before 6 hrs. before flight departure).

Further break up can be seen in the EMD image :

RP/DELUK08AA/DELUK08AA VP/SU 27DEC20/1507Z 5LG5VI
1.BAHUGUNA/ANIL MR(INF/TANYA/23JAN20)
2 UK 890 P 20JAN 3 HYDDEL HK1 1655 1740 2000 *1A/E*
3 UK 115 P 20JAN 3 DELSIN HK1 2245 3 2345 0815+1 *1A/E*
4 AP DEL +919289228888 - VISTARA RESERVATIONS - A
5 TK PAX OK27DEC/DELUK08AA//ETUK/S2-3
6 TK OK27DEC/DELUK08AA//ETUK
7 SSR INFT UK HK1 BAHUGUNA/TANYA 23JAN20/S2
8 SSR INFT UK HK1 BAHUGUNA/TANYA 23JAN20/S3
9 /SSR XBAG UK HK1 TTL20KG1PC/S2
10 /SSR XBAG UK HK1 TTL20KG1PC/S3
11 FA PAX 228-2403584166/ETUK/INR30686/27DEC20/DELUK08AA/140915
34/S2-3
12 FA INF 228-2403584167/ETUK/INR3243/27DEC20/DELUK08AA/1409153
4/S2-3
13 FA PAX 228-9800075393/DTUK/INR14772/27DEC20/DELUK08AA/140915
34/E9-10

EWD/L13

EMD-2289800075393 TYPE-A SYS-1A LOC-5LG5VI
INT-I FCI-0 0 POI-DEL DOI-27DEC20 IOI-14091534
PAX- BAHUGUNA/ANIL MR ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-0C5 UK HYDDEL S-O
DESCRIPTION-EXCESS BAGGAGE BETWEEN 16 - 20 KGS
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-2282403584166E1 (A)
EXCESS BAGGAGE- 20 K RATE PER UNIT-INR 0
SERVICE REMARKS-30
CPN-2 RFISC-0C5 UK DELSIN S-O
DESCRIPTION-EXCESS BAGGAGE BETWEEN 16 - 20 KGS
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-2282403584166E2 (A)
EXCESS BAGGAGE- 20 K RATE PER UNIT-INR 0
SERVICE REMARKS-30
FARE F INR 13189
BR 73.860262
EXCH VAL INR 14772 RFND VAL
TAX-01 X K3 1583
TOTAL INR 14772
/FC HYD UK X/DEL UK SIN13189INR13189END
FP CASH
FOID-
NON-ENDORSABLE

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	<i>Specific flight / any flight</i>	<i>Flight rebooked to another date / flight nbr changes</i>	Call UK Customer Service center to add the service for the new flight.
2		<i>Ticket is voided -> EMD needs to be voided</i> <i>Ticket is refunded. EMD will be refunded.</i>	
3		<i>Passenger changes his mind and rebooks ticket in a lower class</i>	
4		<i>Passenger is rerouted voluntary</i>	
5		<i>Any involuntary flight cancellation. Passenger does not travel</i>	EMD can be fully refunded
6		<i>Involuntary rerouting to another flight</i>	Service will move to the next flight automatically by UK provided O&D remain same.

5 Service – Chargeable seats

Service description and purpose:

Seats can be purchased by customers travelling in Economy class cabin currently.

All prices have been bifurcated/loaded based on VFF fare families.

The service will be closed for sale at D-8 hours before departure of any flight.

The prices have been aligned on per sector basis.

All seats (except Emergency Exit row seats) become available/free of cost during web-check in window and can be selected by customers through all UK Direct or Indirect channels.

No charges are applicable for CV Platinum members. They will be able to allocate seats on free of cost basis including Emergency Exit row seats (before D-48 hrs.)

Chargeable seats are not saleable to PRM and UMN customers e.g. Wheelchair cases. The SSRs aligned for these restrictions are : WCHR, WCHS, WCHC, WCMP, WCLB, WCB, DEAF, BLND, STCR. The seats will show blocked if any SSR is incorporated and then seat map is viewed.

Emergency Exit row seats will always remain/display blocked for Infant and Child customers.

Seats should be assigned per customer and not with one entry in case of multiple customers i.e. ST/10F/P1, ST/7A/P2 Customers traveling on Interline/Code share (OAL documents) will not be able to select/purchase Chargeable seats.

All chargeable seats may reflect as blocked on their itineraries. You can select seats which are marked as free of cost only.

Chargeable seat prices are based on seat's feature. All chargeable seats have unique seat characteristic which define its basic and unique nature/type. The different type of seat characteristics and their description is given below:

Seat character	Description
E	Emergency Exit seat

<i>O</i>	<i>Preferred zone</i>
<i>EK</i>	<i>Economy comfort seat - (C/Y/Y) config only</i>
<i>W</i>	<i>Window seat</i>
<i>A</i>	<i>Aisle seat</i>

On Domestic routes all the above seat characteristics have been applied but for International routes, Emergency row and Preferred seats have been kept as chargeable only (depending on the route). Premium Economy and Business class seats remain non-chargeable across the network currently.

Domestic travel (Within India journey):

*Eco-flexi customers will be charged, if selecting Exit Row and Economy comfort seats only. All remaining seats have been kept at no charge and will reflect as and will reflect as INRO when priced.

Domestic filing (Within India)			
Seat character	Value (YL)	Standard (YS)	Flexi (YF)
E	800	600	400
O	650	500	FREE
W	400	300	FREE
A	400	300	FREE

International travel: (Ex-India to International sectors and v.v.)

Only Emergency Exit row seats have been marked as Chargeable seats for all International sectors for flights to SEA and Gulf sectors. Rest all have been kept free of charge.

Emergency Exit row and Preferred row seats have been marked as Chargeable seats for EU sectors currently. Rest all have been kept free of charge.

USD pricing has been aligned for respective International sectors and will be charged/converted in equivalent currency of the point of origin, when sold.

SEA and Gulf sectors (Location - from IN to NP/LK/AE/TH/SG/BD/QA and v.v.)			
Seat character	Eco-Value (YV)	Eco-Standard (YS)	Eco-Flexi (YF)
E	\$26.00	\$20.00	\$15.00

As mentioned earlier, for EU sectors you can provide customers with the below options.

International filing (Location - from IN to GB/DE and v.v.)			
Seat character	Eco-Value (YV)	Eco-Standard (YS)	Eco-Flexi (YF)
E	\$70.00	\$55.00	\$45.00
O	\$50.00	\$40.00	FREE

Chargeable seat maps :

Displayed below seat characters currently aligned to various configurations of aircraft types.

320 (C/S/Y)						
A	B	C		D	E	F
O		O	7	O		O
O		/	8	O		O
W		A	9	/		W
E	E	E	10	E	E	E
E	E	E	11	E	E	E
			12			
			14			
			15			
			16			
			17			
			18			
			19			

320 (C/Y/Y)						
A	B	C		D	E	F
EK		EK	3	EK		EK
EK		EK	4	EK		EK
EK		EK	5	EK		EK
EK		EK	6	EK		EK
O		O	7	O		O
O		/	8	O		O
W		A	9	/		W
E	E	E	10	E	E	E
E	E	E	11	E	E	E
			12			
			14			
			15			

737-800						
A	B	C		D	E	F
O		O	10	O		O
O		/	11	O		O
O		O	12	/		O
O		O	14	O		O
O		O	15	O		O
O		O	16	O		O
O		O	17	O		O
W		A	22	A		W
E	E	E	23	E	E	E
E	E	E	24	E	E	E
			25			
			26			

787-9											321							320 (Y/Y/Y)								
	A	B	C		D	E	G		H	J	K	A	B	C		D	E	F	A	B	C		D	E	F	
31	O		O		/		/		O		O	O		O	8	O		O	O		O	1	O		O	
32	O		/		O		O		O		O	O		/	9	O		O	O		/	2	O		O	
33	O		O		/		O		/		O	O		O	10	/		O	O		O	3	/		O	
34	O		O		O		/		O		O				11				O		O	4	O		O	
35	O		O		O		O		O		O	E	E	E	12	E	E	E	O		O	5	O		O	
36	O		O		O		O		O		O				14	/			O		O	6	O		O	
37	O		O		O		O		O		O				15	/			O		O	7	O		O	
38	O		O		O		O		O		O				16				O		O	8	O		O	
39	O		O		O		O		O		O				17				O		O	9	O		O	
40	O		O		O		O		O		O				18				O		O	10	O		O	
41	O		O		O		O		O		O				19				E	E	E	11	E	E	E	
42															20				E	E	E	12	E	E	E	
																21							13			
43	E	E	E						E	E	E				22							14				
44					/	/									23							15				
45												E	E	E	24	/	E	E				16				

Explained through example – for Domestic travel first.

Objective: Sell Chargeable (Preferential zone window) seat to Economy Standard (YS) customer.

Steps to assign/sell Chargeable seat :

After creating the PNR, display the seat map through the entry: **SM**
*All chargeable seats are marked/will reflect as 'Y' on the seat map.

```
RP/BOMUK08AA/BOMUK08AA          VP/SU 13JAN20/1054Z  L6Y8HF
1.PAGARE/VIMAL MR
2  UK 975 L 20JAN 1 DELBOM HK1 0515 3 0600 0805 *1A/E*
3 AP BOM +919289228888 - VISTARA RESERVATIONS - A
4 TK OK13JAN/BOMUK08AA//ETUK
5 FA PAX 228-2400282679/ETUK/INR9861/13JAN20/BOMUK08AA/1409162
  6/S2
6 FB PAX 0000000000 TTP/RT OK ETICKET/S2
7 FE PAX NON ENDORSABLE NON RE-ROUTABLE REBOOKING SBJCT TO
```

>**SM**

```
SM UK 0975/L/20JANDELBOM          /S000/
SM UK 0975 L 20JAN DELBOM          320
  Y
  0 0          00
  0 1          12
  78901245678 90123456789
  < EE>
F YYYYYY..... F .....
E ...YY..... E .....
D YY/YY..... D ...../

C Y/YYY..... C ...../.
B ...YY..... B .....
A YYYYYY..... A .....
  < EE>
  78901245678 90123456789
  0 1          12
. AVAILABLE <> WING F GEN FACI K GALLEY E EXIT C COT
+ OCCUPIED - LAST OFF H HANDICAP Q QUIET G GROUPS P PET
/ RESTRICTED B BULKHEAD V PREF.SEAT X BLOCKED L LEGROOM U UMN
() SMOKING D DEPORTEE UP UP-DECK Z NO FILM I INFANT R REAR
Y CHARGEABLE
```

Sell the desired seat with 'ST' entry i.e. ST/7C

>**ST/7C**

```
--- TST RLR ---
RP/BOMUK08AA/BOMUK08AA          VP/SU 13JAN20/1054Z  L6Y8HF
1.PAGARE/VIMAL MR
2  UK 975 L 20JAN 1 DELBOM HK1 0515 3 0600 0805 *1A/E*
3 AP BOM +919289228888 - VISTARA RESERVATIONS - A
4 TK OK13JAN/BOMUK08AA//ETUK
5 /SSR RQST UK HK1 DELBOM/07CN,P1/S2 SEE RTSTR
6 FA PAX 228-2400282679/ETUK/INR9861/13JAN20/BOMUK08AA/1409162
  6/S2
7 FB PAX 0000000000 TTP/RT OK ETICKET/S2
8 FE PAX NON ENDORSABLE NON RE-ROUTABLE REBOOKING SBJCT TO
  PENALTY/S2
9 FM PAX *C*0.00/S2
10 FP CASH
11 FV PAX UK/S2
```

To view the seat type/details, please use RTSTR entry

>RTSTR

1.PAGARE/VIMAL MR
UK0975 L 20JAN DELBOM HK 07C CHARGEABLE, PREFERENTIAL SEAT, AISLE SEAT
ST/07C

Price the seat with FXG entry. As the aircraft type is A-320, point of sale is India and journey type is domestic, the system picks up the amount filed accordingly i.e. Preferential zone seat at INR 500 (refer table/seat map above).

>FXG

FXG

PASSENGER	PTC	-----							
OC	SRV	NP	PR	FLGT	DATE	(INR)	FARE	TAX	TOTAL
01	PAGARE/VIMAL MR	ADT							
0B5	RQST	1	UK975	20JAN	INR500				INR 500

View details in the EMD mask with TQM entry or in the EMD image after issuance. The seat characteristic 'O' is shown under service remarks column.

EMD-2288200425182 TYPE-A SYS-1A LOC-L6Y8HF
INT-D FCI-0 0 POI-BOM DOI-13JAN20 IOI-14091626
PAX- PAGARE/VIMAL MR ADT
RFIC-A AIR TRANSPORTATION
REMARKS-
CPN-1 RFISC-0B5 UK DELBOM S-O
DESCRIPTION-PREFERRED SEAT
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-2282400282679E1 (A)
SERVICE REMARKS-CHARACTERISTICS: O
FARE F INR 476
EXCH VAL INR 500 RFND VAL
TAX-01 X K3 24
TOTAL INR 500
/FC DEL UK BOM476INR476END
FP CASH
FOID-

Example – for International travel

Objective: Sell Chargeable (Window) seat to Economy Value (YV) customer.

After creating the PNR, display the seat map through the entry: **SM**

RP/SINUK08AA/SINUK08AA VP/SU 22JAN20/1012Z MO9G6B
1.PAGARE/VIMAL MR
2 UK 116 K 28JAN 2 SINDEL HK1 0830 3 0930 1315 *1A/E*

```

3 AP SIN +919289228888 - VISTARA RESERVATIONS - A
4 TK OK22JAN/SINUK08AA//ETUK
5 FA PAX 228-2402607285/ETUK/SGD457.30/22JAN20/SINUK08AA/32391
  586/S2
6 FB PAX 0000000000 TTP/RT OK ETICKET/S2

```

Sell the desired emergency exit window seat with 'ST' entry e.g. ST/11F

```

>SM
SM UK 0116/K/28JANSINDEL /S000/
SM UK 0116 K 28JAN SINDEL 320
  Y
  0 0 00
  0 1 12
  78901245678 90123456789
  < EE>
F ...YY..... F .....
E ...YY..... E .....
D ../YY..... D ...../

C ../YY..... C ...../.
B ...YY..... B .....
A ...YY..... A .....
  < EE>
  78901245678 90123456789
  0 1 12

```

To view the seat type/details, check with RTSTR entry

```

>RTSTR

1.PAGARE/VIMAL MR
  UK0116 K 28JAN SINDEL HK 11F CHARGEABLE, EXIT ROW, WINDOW SEAT
  ST/11F

```

Price the seat with FXG entry. As the aircraft type is A-320, point of sale Singapore and journey type is International, the system picks up the amount filed accordingly i.e. USD 26 for Emergency Exit row seat and converts in SGD currency (refer table/seat map above).

```

RP/SINUK08AA/SINUK08AA VP/SU 22JAN20/1012Z MO9G6B
1.PAGARE/VIMAL MR
2 UK 116 K 28JAN 2 SINDEL HK1 0830 3 0930 1315 *1A/E*
3 AP SIN +919289228888 - VISTARA RESERVATIONS - A
4 TK OK22JAN/SINUK08AA//ETUK
5 /SSR RQST UK HK1 SINDEL/11FN,P1/S2 SEE RTSTR
6 FA PAX 228-2402607285/ETUK/SGD457.30/22JAN20/SINUK08AA/32391

```

```

>FXG
FXG

PASSENGER PTC -----
OC SRV NP PR FLGT DATE (SGD)FARE TAX TOTAL

01 PAGARE/VIMAL MR ADT

```

OB5 RQST 1 UK116 28JAN SGD35.00 SGD 35.00

Break up/computation can be derived from the EMD image i.e. SGD 35 / 1.346503 = USD 26

EMD-2288200559034 TYPE-A SYS-1A LOC-M09G6B
INT-I FCI-0 0 POI-SIN DOI-22JAN20 IOI-32391586
PAX- PAGARE/VIMAL MR ADT
RFIC-A AIR TRANSPORTATION
REMARKS-
CPN-1 RFISC-OB5 UK SINDEL S-O
DESCRIPTION-PREFERRED SEAT
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-2282402607285E1 (A)
SERVICE REMARKS-CHARACTERISTICS: E
FARE F SGD 35.00 BR 1.346503
EXCH VAL SGD 35.00 RFND VAL
TAX-
TOTAL SGD 35.00
/FC SIN UK DEL35.00SGD35.00END

Example of CV Platinum exemption :

Create PNR with PLAT members details.

RP/BOMUK08AA/BOMUK08AA VP/SU 13JAN20/1110Z L73INN
1.TEST/KANCHAN MR
2 UK 975 K 23JAN 4 DELBOM HK1 0515 3 0600 0805 *1A/E*
3 APE
4 APM
5 TK OK13JAN/BOMUK08AA
6 *SSR FQTV UK HK/ UK121155871/PLAT

*The seats which show as Chargeable for rest of the customers are displayed as 'Available' for PLAT customers.

>SM
SM UK 0975/K/23JANDELBOM /S000/
SM UK 0975 K 23JAN DELBOM 320
Y
0 0 00
0 1 12
78901245678 90123456789
< EE>
F VV.EE+..... F
E ...EE.....+ E
D VV/EE..... D/

```

C V/.EE..... C ...../.
B ...EE....++ B .....
A VV.EE..... A .....
    < EE>

```

When we assign a seat (which is otherwise chargeable in nature), the seat is picked up on FOC basis showing # sign.

```

>ST/11D
TICKET RECONCILIATION NEEDED
--- TST RLR RLP ---
RP/BOMUK08AA/BOMUK08AA          VP/SU  13JAN20/1110Z  L73INN
1.TEST/KANCHAN MR
2  UK 975 K 23JAN 4 DELBOM HK1  0515 3   0600 0805   *1A/E*
3 APE
4 APM
5 TK OK13JAN/BOMUK08AA
6 #SSR RQST UK HK1 DELBOM/11DN,P1/S2  SEE RTSTR

```

Example of PRM restriction :

If we create a PNR and incorporate Wheelchair request in it, the seat marked as Chargeable will reflect as 'Blocked'. Same will be the case for other SSRs defined for these restrictions :

WCHR,WCHS,WCHC,WCMP,WCLB,WCBD,DEAF,BLND,STCR,UMNR

```

RP/BOMUK08AA/BOMUK08AA          VP/SU  13JAN20/1124Z  L75IFG
1.SINGH/KIRANDEEP MS
2  UK 829 H 28JAN 2 DELHYD HK1  0625 3   0710 0920   *1A/E*
3 AP BOM +919289228888 - VISTARA RESERVATIONS - A
4 TK OK13JAN/BOMUK08AA//ETUK
5 SSR WCHR UK HK1/S2
6 FA PAX 228-2400282680/ETUK/INR11489/13JAN20/BOMUK08AA/140916
  26/S2

```

```

>SM
SM UK 0829/H/28JANDELHYD          /S000/
SM UK 0829 H 28JAN DELHYD          320
Y
0 0          00
0 1          12
78901245678  90123456789
< EE>
F /////..... F .....
E ...//..... E .....
D /////..... D .....

C /////..... C ...../.
B ...//..... B .....
A /////..... A .....

```

If an attempt is made to assign 'blocked' seat, the system will respond with the below error :

```

>ST/7D
SPECIFIC SEAT REQUESTED NOT AVAILABLE - RESTRICTED / SEGMENT

```


Please be careful of the below scenarios :

If a customer has purchased Chargeable seat already and then decides to incorporate Wheelchair (before D-48 hour window), the purchased Chargeable seat will get cancelled and have the status changed to 'NO'.

```
RP/BOMUK08AA/BOMUK08AA      FM/SU  10FEB20/1013Z  PUSIOE
1.TEST/ANJAN
2  UK 963 K 28FEB 5 DELBOM HK1 0800 3 0845 1110 *1A/E*
3 AP BOM +919289228888 - VISTARA RESERVATIONS - A
4 TK OK10FEB/BOMUK08AA//ETUK
5 /SSR RQST UK NO1 DELBOM/07D,P1/S2 SEE RTSTR
6 SSR WCHR UK HK1/S2
7 FA PAX 228-2402669118/ETUK/INR7020/10FEB20/BOMUK08AA/1409162
  6/S2
8 FHD PAX 228-8200425498
9 FB PAX 0000000000 TTP/TTM/RT OK ETICKET/EMD/S2
```

If a customer has purchased Chargeable seat already and later decides to incorporate Wheelchair (within D-48 window), even then the purchased Chargeable seat will get cancelled but re-seating will get triggered and customer will be allocated another non-chargeable seat.

```
RP/BOMUK08AA/BOMUK08AA      AA/SU  10FEB20/0954Z  PUNK4S
1.WADHWA/VARUN
2  UK 933 Q 12FEB 3 DELBOM HK1 1430 3 1515 1725 *1A/E*
3 AP BOM +919289228888 - VISTARA RESERVATIONS - A
4 TK OK10FEB/BOMUK08AA//ETUK
5 /SSR RQST UK NO1 DELBOM/11C,P1/S2 SEE RTSTR
6 SSR RQST UK KK1 DELBOM/12CN,P1/S2 SEE RTSTR
7 SSR WCHR UK HK1/S2
8 FA PAX 228-2402669115/ETUK/INR5880/10FEB20/BOMUK08AA/1409162
  6/S2
```

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	<i>Specific flight / any flight</i>	<i>Flight rebooked to another date / flight nbr changes</i>	Call UK Customer Service center to add the service for the new flight.
2		<i>Ticket is voided -> EMD needs to be voided</i> <i>Ticket is refunded. EMD will be refunded.</i>	
3		<i>Passenger changes his mind and rebooks ticket in a lower class</i>	
4		<i>Passenger is rerouted voluntary</i>	
5		<i>Any involuntary flight cancellation. Passenger does not travel</i>	EMD can be fully refunded
6		<i>Involuntary rerouting to another flight</i>	Service will move to the next flight automatically by UK provided O&D remain same.

6 Service – Lounge

Vistara offers pre-book options to purchase Lounge service. Customers can pre-purchase the service at concessional rates up to 6 hours and at non-discounted rates within 6 hours till 2 hours before departure.

Service description and purpose:

Lounge service can be sold to customers travelling in Economy and Premium Economy class cabins only. All prices have been bifurcated/pled based on VFF fare families i.e. therefore Lounge access is chargeable to Eco-Standard, Eco-Flexi, PEY-Value, PEY-Standard and PEY-Flexi customers only. The service is provided to Business Class customers, CV PLAT and CV GOLD members on complimentary basis regardless of the fare family booked.

***Eco-lite** – Customers traveling on Eco-lite fares are not eligible to purchase Lounge service.

The prices are inclusive of taxes.

GST (K3) tax @ flat 18% is applicable if availing any Lounge based in India with no exemptions.

SSR Code - LOUG

Lounge service is available at the below Domestic and International airports currently. Discounted and Non-discounted rates are listed below for reference.

Discounted prices (Domestic lounges):

SSR	RFISC	Station	Discounted price	Timeline for sale
LOUG	OBX	DEL	750	Before D-6 hrs.
		BOM	1550	Before D-6 hrs.
		HYD	750	Before D-6 hrs.
		BLR	750	Before D-6 hrs.

		COK	1200	Before D-6 hrs.
		CCU	1700	Before D-6 hrs.
		IXC	600	Before D-6 hrs.
		MAA	1250	Before D-6 hrs.

Non-Discounted prices (Domestic lounges)

SSR	RFISC	Station	Non-discounted	Timeline for sale
LOUG	OBX	DEL	1000	Within D-6 hrs. till D-2hrs.
		BOM	1800	Within D-6 hrs. till D-2hrs.
		HYD	1000	Within D-6 hrs. till D-2hrs.
		BLR	1000	Within D-6 hrs. till D-2hrs.
		COK	1400	Within D-6 hrs. till D-2hrs.
		CCU	2100	Within D-6 hrs. till D-2hrs.
		IXC	750	Within D-6 hrs. till D-2hrs.
		MAA	1500	Within D-6 hrs. till D-2hrs.

Discounted prices (International lounges):

Station	Discounted price	Timeline for sale
DEL	1500	Before D-6 hrs.
BOM	3800	Before D-6 hrs.

Non-discounted prices (International lounges):

Station	Non-discounted	Timeline for sale
DEL	2000	Within D-6 hrs. till D-2hrs.
BOM	4200	Within D-6 hrs. till D-2hrs.

System settings:

SSR status (when incorporated) will reflect as 'NO' in case the customer is traveling in Business class or on Eco-lite fares on domestic sectors.

SSR status (when incorporated) will reflect as 'NO' in the customer is traveling in Business class on International sectors.

Invitation to the lounge will also get printed on the Boarding pass (if applicable) during web-check in.

Example of Lounge service :

Customer traveling from DEL-BOM on Economy standard fare.

```

--- TST RLR ---
RP/DELUK0110/DELUK0110          VP/SU  30DEC20/1345Z   5D4D52
1.PAGARE/VIMAL MR
2  UK 975 K 12JAN 2 DELBOM HK1  0515 3   0600 0800   *1A/E*
3 AP DEL +919289228888 - VISTARA RESERVATIONS - A
4 TK OK30DEC/DELUK0110//ETUK
5 FA PAX 228-2403565375/ETUK/INR5530/30DEC20/DELUK0110/1409152
3/S2

```

Entry:

We first incorporate the service through the entry: **SRLOUG/S2/P1**.

```
--- TST RLR ---
RP/DELUK0110/DELUK0110          VP/SU  30DEC20/1347Z  5D4D52
1.PAGARE/VIMAL MR
2  UK 975 K 12JAN 2 DELBOM HK1  0515 3   0600 0800   *1A/E*
3 AP DEL +919289228888 - VISTARA RESERVATIONS - A
4 TK OK30DEC/DELUK0110//ETUK
5 /SSR LOUG UK HK1/S2
6 OPW-29DEC:2117/1C14/UK REQUIRES DOCUMENT ON OR BEFORE
   30DEC:2117/E5
7 OPC-30DEC:2117/1C16/UK CANCELLATION DUE TO NO DOCUMENT/E5
8 FA PAX 228-2403565375/ETUK/INR5530/30DEC20/DELUK0110/1409152
   3/S2
```

Price the service with FXG command :

FXG

```
PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (INR)FARE    TAX          TOTAL
01  PAGARE/VIMAL MR ADT
0BX LOUG   1 UK975   12JAN INR750          INR 750
```

Update FOP e.g. CASH and then issue EMDs after end transact.

TTM/RT

OK EMD

```
--- TST TSM RLR ---
RP/DELUK0110/DELUK0110          VP/SU  30DEC20/1349Z  5D4D52
1.PAGARE/VIMAL MR
2  UK 975 K 12JAN 2 DELBOM HK1  0515 3   0600 0800   *1A/E*
3 AP DEL +919289228888 - VISTARA RESERVATIONS - A
4 TK OK30DEC/DELUK0110//ETUK
5 /SSR LOUG UK HK1/S2
6 FA PAX 228-2403565375/ETUK/INR5530/30DEC20/DELUK0110/1409152
   3/S2
7 FA PAX 228-9800098007/DTUK/INR750/30DEC20/BOMUK08AA/14091626
   /E5
```

System picks up the relevant discounted INR price for station Delhi.

Further break up can be seen in the EMD image :

EWD/L7

```
EMD-2289800098007          TYPE-A          SYS-1A  LOC-5D4D52
INT-D          FCI-0    0          POI-BOM          DOI-30DEC20          IOI-14091626
PAX- PAGARE/VIMAL MR
RFIC-E  AIRPORT SERVICES
REMARKS-
CPN-1  RFISC-0BX  UK DELBOM  S-O
DESCRIPTION-LOUNGE ACCESS
PRESENT TO-
```

PRESENT AT-
 ICW-2282403565375E1 (A)
 SERVICE REMARKS-
 FARE F INR 635
 EXCH VAL INR 750 RFND VAL
 TAX-01 X K3 115
 TOTAL INR 750
 /FC DEL UK BOM635INR635END
 FP CASH
 FOID-

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	<i>Specific flight / any flight</i>	<i>Flight rebooked to another date / flight nbr changes</i>	Call UK Customer Service center to add the service for the new flight.
2		<i>Ticket is voided -> EMD needs to be voided</i> <i>Ticket is refunded. EMD will be refunded.</i>	
3		<i>Passenger changes his mind and rebooks ticket in a lower class</i>	
4		<i>Passenger is rerouted voluntary</i>	
5		<i>Any involuntary flight cancellation.</i> <i>Passenger does not travel</i>	EMD can be fully refunded
6		<i>Involuntary rerouting to another flight</i>	Service will move to the next flight automatically by UK provided O&D remain same.