

Update on Prepaid Seat Selection Service

Date	Reference	Effective date
15 AUG 2017	201708151	IMMEDIATELY

This bulletin is an update to Bulletin **201704251** that was issued on 25 APR 2017 regarding the Prepaid seat selection service.

Update:

Group bookings on (G) class are exempted from paying the Prepaid seat selection fees on front rows (ZONE 1), except Front row seats and emergency exits (fee applies)

To keep up with the company's strategic transformation program (SV2020), It has been decided to implement the prepaid seat selection service for the front zone of Saudia international flights through all sales channels.

Definition of Prepaid seat selection service:

It is a service provided by "SAUDIA" to its valued guests in the guest class cabin only to choose the front zone area seats or emergency exits seats for extra booking fees. The service is offered during the reservation or ticketing process. It will help in organizing the seating process for groups and families.

Definition of Front zone area:

The front area of the guest class in the aircraft is illustrated below:

Seats map after adding the prepaid seat selection service in "SAUDIA" website:



Note: All remaining prepaid seats that are not selected will be available for free across all channels within 24 hours prior the flight departure.

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gdssupport@saudia.com

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Terms and Conditions:

1. It is possible to book the seats in the other zones of the aircraft (unblocked) without fees
2. Fare calculation is done automatically (**FXG**).
3. All FOPs accepted by SV are permitted.
4. Al-Fursan Gold members/ Elite Plus) are exempted from paying the fees for this service..
5. Prepaid seat selection EMD is non-re-routable/ none re bookable / non-refundable.
6. In case of no-show then the passenger will lose the EMD's value.
7. In case of involuntary rerouting then EMD can be refunded without any fees, and is not considered as compensation procedures for denying passengers.
8. Agents must inform the passengers about the rules for being seated in the emergency exit seats:
 - Passenger should be 15 years old and above with the proper energy to push or open emergency exits, remove obstacles, prepare life slides and help others to get out.
 - Passenger must have the ability to understand special instructions of emergency evacuation and to understand the flight attendants' instructions visually and verbally.
 - Passenger must be able to inform the other passengers of these instructions.
 - Children and passengers with special needs cannot be seated in these seats.
 - Passenger must have the will to help other passengers to evacuate the aircraft through emergency exits.
9. Saudia have the right to change the passenger's seat after boarding due to security and safety measures, when the passenger doesn't comply with the safety instructions.
10. In case of the need to change the seat for the passenger due to special reasons caused by Saudia such as (seat malfunction) then the passenger must be informed to send the case to the customer service department to finalize the compensation procedures through filling the complaint form that is found on Saudia website:

www.saudia.com/crform

Table below shows the values , seat type and flights that are implementing this service:

Seat type	Class (International flights)	International for the (middle east and Africa)	International flights for (America, Europe and Asia)
Front row seats and emergency exits	Guest (all subordinate classes)	100SAR	200SAR
Other Front zone seats	Guest(Value/Supersaver)	50SAR	100SAR
	Guest Premium	FREE	FREE

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Example (1): Issuing prepaid seat service EMD through using AMADEUS with credit card:

• **Display the PNR:**

```
RP/JEDSV08AA/JEDSV08AA          BM/SU  3NOV16/0722Z  35JPUO
1.BAFAYADH/MOHAMMED MR
2 SV 035 L 20NOV 7 JEDIAD HK1 0545 S 0645 1220 *1A/E*
3 APN SV/M+966545044004/AR
4 TK OK03NOV/JEDSV08AA//ETSV
5 SSR DOCS SV HK1 P/SAU/F123456/SAU/01JUL83/M/01JAN20/BAFAYADH
/MOHAMMED
6 FA PAX 065-2476435792/ETSV/SAR3651.00/03NOV16/JEDSV08AA/7149
3730/S2
7 FP PAX CCVIXXXXXXXXXXXXXX2349/1020*CVU/A482708/S2
```

• **Entry for selecting a seat:**

```
>ST/30L/S2/P1
--- TST RLR SFP ---
RP/JEDSV08AA/JEDSV08AA          BM/SU  3NOV16/0722Z  35JPUO
RF P
1.BAFAYADH/MOHAMMED MR
2 SV 035 L 20NOV 7 JEDIAD HK1 0545 S 0645 1220 *1A/E*
3 APN SV/M+966545044004/AR
4 TK OK03NOV/JEDSV08AA//ETSV
5 /SSR RQST SV HK1 JEDIAD/30LN,P1/S2 SEE RTSTR
6 SSR DOCS SV HK1 P/SAU/F123456/SAU/01JUL83/M/01JAN20/BAFAYADH
/MOHAMMED
7 OPW-03NOV:1129/1C14/SV REQUIRES DOCUMENT ON OR BEFORE
06NOV:1129/E5
8 OPC-06NOV:1129/1C16/SV CANCELLATION DUE TO NO DOCUMENT/E5
9 FA PAX 065-2476435792/ETSV/SAR3651.00/03NOV16/JEDSV08AA/7149
3730/S2
10 FP PAX CCVIXXXXXXXXXXXXXX2349/1020*CVU/A482708/S2
```

• **Fare calculate the EMD (FXG):**

```
>FXG
FXG
PASSENGER          PTC -----
OC SRV NP PR FLGT DATE (SAR)FARE TAX TOTAL
01 BAFAYADH/MOHAMM ADT
0B5 RQST 1 SV35 20NOV SAR200.00 SAR 200.00
```

• **Payment method (VISA):**

```
>TMI/FP-CCVIXXXXXXXXXXXXXX2349/1020*CV123
TSM 1 TYPE P JEDSV08AA BM/03NOV 00 INT I EMD-A CARR SV
1.BAFAYADH/MOHAMMED MR
RFIC-A/A AIR TRANSPORTATION
1. RFISC-0B5 SEATING L 5
```

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```

OPERATING CC-SV FEE OWNER-SV
SERVICE REMARKS-CHARACTERISTICS: CH L
ORIGIN-JED DEST-IAD
ADD INF/RKS:
FARE F SAR 200.00
EXCH VAL SAR 200.00
TOTAL SAR 200.00
FC JED SV WAS200.00SAR200.00END
FP CCVI4123456789012349/1020*CV
    
```

• Special entry for issuing the EMD:

```

>TTM/RT
--- TST TSM RLR SFP ---
RP/JEDSV08AA/JEDSV08AA BM/SU 3NOV16/0811Z 35JPUO
1.BAFAYADH/MOHAMMED MR
2 SV 035 L 20NOV 7 JEDIAD HK1 0545 S 0645 1220 *1A/E*
3 APN SV/M+966545044004/AR
4 TK OK03NOV/JEDSV08AA//ETSV
5 /SSR RQST SV HK1 JEDIAD/30LN,P1/S2 SEE RTSTR
6 SSR DOCS SV HK1 P/SAU/F123456/SAU/01JUL83/M/01JAN20/BAFAYADH
/MOHAMMED
7 FA PAX 065-2476435792/ETSV/SAR3651.00/03NOV16/JEDSV08AA/7149
3730/S2
8 FA PAX 065-8209616811/DTSV/SAR200.00/03NOV16/JEDSV08AA/71493
730/E5
9 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED ?ITR NOT
PRINTED DUE TO WRONG MNEMONIC/S2
10 FP PAX CCVIXXXXXXXXXXXXX2349/1020*CVU/A482708/S2
    
```

• Display a prepaid seat EMD:

```

>EWD/L8
EMD-0658209616811 TYPE-A SYS-1A LOC-
35JPUO
INT-I FCI-0 0 POI-JED DOI-03NOV16 IOI-71493730
PAX- BAFAYADH/MOHAMMED MR
ADT
RFIC-A AIR TRANSPORTATION
REMARKS-
CPN-1 RFISC-0B5 SV JEDIAD S-O
DESCRIPTION-SEATING
PRESENT TO-
PRESENT AT-
ICW-0652476435792E1 (A)
SERVICE REMARKS-CHARACTERISTICS: CH L
FARE F SAR 200.00
EXCH VAL SAR 200.00 RFND VAL
TAX-
TOTAL SAR 200.00
/FC JED SV WAS200.00SAR200.00END
    
```

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FP CCVIXXXXXXXXXXXXX2349/1020/A483138
FOID-

Example (2): Steps of issuing prepaid seat EMD through AMADEUS with Cash:

- Display the PNR:

```

--- RLR SFP ---
RP/JEDSV08AA/JEDSV08AA          BM/SU  13NOV16/1040Z  7ODL8C
1.BAFAYADH/MOHAMMED MR (ADT)
2  SV 882 B 22DEC 4 JEDCAN HK1      S  2350 1330+1 *1A/E*
3 APN SV/M+966545044004/AR
4 TK OK13NOV/JEDSV08AA
5 SSR DOCS SV HK1 P/SAU/F123456/SAU/01JUL83/M/01JAN20/BAFAYADH
  /MOHAMMED
6 OPW-17NOV:1400/1C7/SV REQUIRES TICKET ON OR BEFORE
  20NOV:1300/S2
7 OPC-20NOV:1400/1C8/SV CANCELLATION DUE TO NO TICKET/S2
    
```

- To calculate the ticket (FXP):

```

>FXP
FXP
01 BAFAYADH/MOHAM*
LAST TKT DTE 22DEC16 - DATE OF ORIGIN
-----
      AL FLGT  BK T DATE  TIME  FARE BASIS      NVB  NVA  BG
      JED
      CAN SV   882 B  B 22DEC 2350  BLOW          22DEC22DEC 2P

SAR  3753.00      22DEC16JED SV CAN1000.66NUC1000.66END ROE
                3.750490

SAR   87.00IO
SAR   8.00E3

SAR  3848.00
TICKET STOCK RESTRICTION
BG CXR: SV
PRICED WITH VALIDATING CARRIER SV - REPRICE IF DIFFERENT VC
FARE VALID FOR E TICKET ONLY
PENALTY APPLIES - CHECK RULES
    
```

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- Special entry for reserving a certain seat:

>ST/30L/S2/P1

--- TST RLR SFP ---

RP/JEDSV08AA/JEDSV08AA BM/SU 13NOV16/1046Z 7ODL8C

1. BAFAYADH/MOHAMMED MR (ADT)

2 SV 882 B 22DEC 4 JEDCAN HK1 S 2350 1330+1 *1A/E*

3 APN SV/M+966545044004/AR

4 TK OK13NOV/JEDSV08AA

5 /SSR RQST SV HK1 JEDCAN/30LN,P1/S2 SEE RTSTR

6 SSR DOCS SV HK1 P/SAU/F123456/SAU/01JUL83/M/01JAN20/BAFAYADH
/MOHAMMED7 OPW-17NOV:1443/1C14/SV REQUIRES DOCUMENT ON OR BEFORE
20NOV:1443/E58 OPW-17NOV:1400/1C7/SV REQUIRES TICKET ON OR BEFORE
20NOV:1300/S2

9 OPC-20NOV:1443/1C16/SV CANCELLATION DUE TO NO DOCUMENT/E5

10 OPC-20NOV:1400/1C8/SV CANCELLATION DUE TO NO TICKET/S2

11 FE PAX VALD 1Y FRM ISSUE DATE 4 NON USED TKT/1ST TRV USED/S2

12 FV PAX SV/S2

- Fare calculate the EMD (FXG):

>FXG

FXG

PASSENGER	PTC -----							
OC	SRV	NP	PR	FLGT	DATE	(SAR)FARE	TAX	TOTAL
01	BAFAYADH/MOHAMM	ADT						
0B5	RQST	1	SV882	22DEC	SAR200.00			SAR 200.00

- To activate Cash FoP for the EMD:

>TMI/FP-CASH

TSM 1 TYPE P JEDSV08AA BM/13NOV 00 INT I EMD-A CARR SV

1. BAFAYADH/MOHAMMED MR (ADT)

RFIC-A/A AIR TRANSPORTATION

1. RFISC-0B5 SEATING

L 5

OPERATING CC-SV FEE OWNER-SV

ORIGIN-JED DEST-CAN

SERVICE REMARKS-CHARACTERISTICS: CH L

ADD INF/RKS:

FARE F SAR 200.00

EXCH VAL SAR 200.00

TOTAL SAR 200.00

FC JED SV CAN200.00SAR200.00END

FP CASH

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- Display PNR:

```
>RT
--- TST TSM RLR SFP ---
RP/JEDSV08AA/JEDSV08AA          BM/SU  13NOV16/1046Z  7ODL8C
1.BAFAYADH/MOHAMMED MR(ADT)
2  SV 882 B 22DEC 4 JEDCAN HK1      S  2350 1330+1 *1A/E*
3 APN SV/M+966545044004/AR
4 TK OK13NOV/JEDSV08AA
5 /SSR RQST SV HK1 JEDCAN/30LN,P1/S2  SEE RTSTR
6 SSR DOCS SV HK1 P/SAU/F123456/SAU/01JUL83/M/01JAN20/BAFAYADH
  /MOHAMMED
7 OPW-17NOV:1443/1C14/SV REQUIRES DOCUMENT ON OR BEFORE
  20NOV:1443/E5
8 OPW-17NOV:1400/1C7/SV REQUIRES TICKET ON OR BEFORE
  20NOV:1300/S2
9 OPC-20NOV:1443/1C16/SV CANCELLATION DUE TO NO DOCUMENT/E5
10 OPC-20NOV:1400/1C8/SV CANCELLATION DUE TO NO TICKET/S2
11 FE PAX VALD 1Y FRM ISSUE DATE 4 NON USED TKT/1ST TRV USED/S2
12 FV PAX SV/S2
```

- To activate Cash FoP for the e-ticket:

```
>FP CASH
--- TST TSM RLR SFP ---
RP/JEDSV08AA/JEDSV08AA          BM/SU  13NOV16/1046Z  7ODL8C
1.BAFAYADH/MOHAMMED MR(ADT)
2  SV 882 B 22DEC 4 JEDCAN HK1      S  2350 1330+1 *1A/E*
3 APN SV/M+966545044004/AR
4 TK OK13NOV/JEDSV08AA
5 /SSR RQST SV HK1 JEDCAN/30LN,P1/S2  SEE RTSTR
6 SSR DOCS SV HK1 P/SAU/F123456/SAU/01JUL83/M/01JAN20/BAFAYADH
  /MOHAMMED
7 OPW-17NOV:1443/1C14/SV REQUIRES DOCUMENT ON OR BEFORE
  20NOV:1443/E5
8 OPW-17NOV:1400/1C7/SV REQUIRES TICKET ON OR BEFORE
  20NOV:1300/S2
9 OPC-20NOV:1443/1C16/SV CANCELLATION DUE TO NO DOCUMENT/E5
10 OPC-20NOV:1400/1C8/SV CANCELLATION DUE TO NO TICKET/S2
11 FE PAX VALD 1Y FRM ISSUE DATE 4 NON USED TKT/1ST TRV USED/S2
12 FP CASH
13 FV PAX SV/S2
```

- To prepare the PNR to issue the e-ticket and the EMD:

```
>TTP/TM/RT
OK ETICKET/EMD WELL ISSUED
>
```

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- Display the EMD TST:

```
>TQM
TSM 1 TYPE P JEDSV08AA BM/13NOV 00 INT I EMD-A CARR SV
1.BAFAYADH/MOHAMMED MR (ADT)
RFIC-A/A AIR TRANSPORTATION
1. RFISC-0B5 SEATING L 5
OPERATING CC-SV FEE OWNER-SV ORIGIN-JED DEST-CAN
SERVICE REMARKS-CHARACTERISTICS: CH L

ADD INF/RKS:

FARE F SAR 200.00
EXCH VAL SAR 200.00
TOTAL SAR 200.00
FC JED SV CAN200.00SAR200.00END
FP SADAD/072413210812/P
```

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