

Update on Prepaid Seat Selection Service

Date	Reference	Effective date
21 March 2018	201803211	IMMEDIATELY

This is an update for the previous bulletin number [201704251](#) that was issued on the 25th of April , 2017 regarding the Prepaid seat selection service.

The latest update on the bulletin:

- Apply fees on domestic guest class (U,N,Q).
- Gold member/elite plus and his accompanying passengers in the same booking are exempted from paying service fees.
- Silver member/elite without his accompanying passengers is exempted from paying service fees.

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 domestic and international flights through all sales channels.

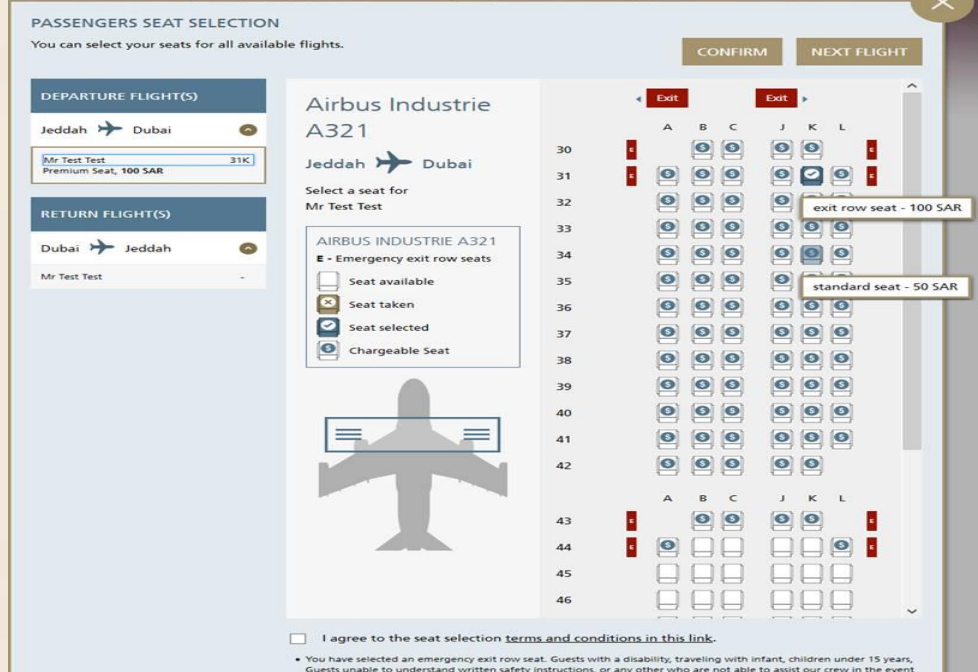
Definition of Prepaid seat selection service:

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:



The screenshot shows the 'PASSENGERS SEAT SELECTION' interface. It includes flight details for Jeddah to Dubai on an Airbus A321. The seat map shows rows 30-46 with columns A, B, C, J, K, L. Exit rows are marked with 'Exit' and 'Exit' signs. A legend indicates seat status: available (white), taken (grey), selected (blue), and chargeable (red). A confirmation checkbox is at the bottom.

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gdssupport@saudia.com

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

Terms and Conditions:

1. It is possible to book the seats in the other zones of the aircraft (unblocked) without fees
2. Agents would have to calculate the booking price using the following entry: (**FXP**) then to automatically calculate the seat price using the following entry (**FXG**) .
3. All accepted form of payments are permitted.
4. Prepaid seat selection EMD is non-re-routable/ none re bookable / non-refundable.
5. In case of no-show then the passenger will lose the EMD's value.
6. In case of involuntary rerouting then EMD can be refunded without any fees, and it is not considered as compensation procedures for denied boarding passengers.
7. 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.
8. 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.
9. Dealing with all cases that prevents the passenger from getting his/her prepaid seat, due to involuntary change or cancellation of the flight or any other reason should be done through TSCs (920022222) Or via email: JEDTSCCC@SAUDIA.COM
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 SAUDIA's customer service department to finalize the compensation procedures through filling the complaint form that is found on Saudia website:

www.saudia.com/crform

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Below table shows the fees of this ancillary service for different seat types and classes for INTERNATIONAL flights:

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

Below table shows the fees of this ancillary service for different seat types and classes for DOMESTIC flights:

Seat type	Class (Domestic flights)	Domestic stations (RUH, JED , DMM)	Other domestic stations
Front row seats and emergency exits	(U,N,Q)	70 SAR	50 SAR
Other Front zone seats	(U,N,Q)	30 SAR	20 SAR
	(H)	FREE	FREE
	(G)	FREE	FREE

- The fees above are excluded from VAT. The GDS system will automatically calculate the VAT and add it to the seating EMD when this ancillary service is auto-priced (i.e. FXG), but if it wasn't automatically added by the system, the agent would have to manually add the VAT in the seating EMD.
- The fees are changeable.

Example (1): Issuing prepaid seat service EMD using credit card FoP:

- 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 CCVIXXXXXXXXXXXXX2349/1020*CVU/A482708/S2
```

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- **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
```

- **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-CCVIXXXXXXXXXXXXX2349/1020*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
      OPERATING CC-SV FEE OWNER-SV                   ORIGIN-JED DEST-IAD
      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 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
```

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```

/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 CCVIXXXXXXXXXXXXXX2349/1020*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
FP CCVIXXXXXXXXXXXXXX2349/1020/A483138
FOID-
    
```

Example (2): Steps of issuing prepaid seat EMD via Cash FoP:

• 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
    
```

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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

- 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/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

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- 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 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/N

- 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

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- 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/N
13 FV PAX SV/S2
    
```

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

>TTP/TTM/RT

```

PNR ON HOLD AWAITING PAYMENT - 072413210812
>
    
```

- 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  CASH/072413210812/P
    
```

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