

**UPDATING GOVERNMENT TRANSPORT REQUEST BULLETIN**

Date	Reference number	Implementation date
31 MAR 2021	202103044	Immediately

**1- Introduction**

This is an update for the previous bulletin no. **201809201** issued on 20 Sep 2018 regarding GTR which clarifies the new policies and procedures for GTR tickets (GRA)

**2- Government Transport Request:**

Government Offices Issue Governmental Transportation Request (GTR) Form as shown in Section 12 of the manual.

**Requirements**

1- The issued GTR must contain the following essential information:

- Name(s) of guest(s)
- Class of Service
- Date of the order
- Customer Account Number
- Order's number
- Itinerary
- Official stamp for the issuing authority, excludes electronic orders
- Signature/Stamp of the financial person in charge of the issuing authority, excludes electronic orders.

**The sales staff must check that the information mentioned above is shown on the GTR submitted, if any information is missing or not clearly written the GTR must be returned to the guest.**

- If all information is complete and correct, price the itinerary using announced special fare (GRA), including all taxes, fees and charges that are to be included, on SAUDIA network only.
- GTR have to be in The basic SAUDIA reservation classes (F,J,Y) for international flights, and (F,J,H) for domestic flights on SAUDIA network only.

If you have any questions or comments on this Bulletin, please contact:

**Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزِمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

**Procedures:**

1. It is permitted to issue open tickets for the first issuance without specifying certain flights only on SAUDIA network.
2. GTR fares are available on routes within SV Network and other carriers.

An example of a price display for Jeddah-London itinerary

FQDJEDLHR/ASV/R,U\*GOV00000 Tour code

To price and save the fare in PNR, use the following, Knowing that the method of pricing for all government bookings is unified by symbol (GOV)

FXP/P1/PAX/R,U\*GOV00000 Tour code

**3- Priority of Issuance**

If GTR includes OAL sectors, then the itinerary will be priced as per agreement, using one of the following procedures in sequence:

**1<sup>st</sup> Procedure :- Government quota agreements for price related to connected flights SPGRA**

The SPGRA code at FARE BASIS refers to the integration of the basic government prices on the Saudi Arabian Airlines with quotas for other airlines in certain sectors (America, Australia, New Zealand, Morocco), to be distributed to all sectors respectively.

To display the existence of government quota rates in the system, the first point and the last point in the itinerary are reviewed and the following entry is used:

**FQDMSPJED/R,U\*GOV00000 Tour code**

**Example: Itinerary from Minneapolis to Jeddah**

<b>FQDMSPJED/R,U*GOV00000</b>										
XF MAY APPLY 3.96XA/7XY EXCLUDED				OTHER TAX MAY APPLY						
ROE 1.000000 NEAREST 1.00 USD				SURCHG MAY APPLY-CK RULE						
14AUG18**14AUG18/SV MSPJED/NSP; AT/TPM...../MPM 8394 /SPGR										
LN	FARE BASIS	OW	USD	RT	B	PEN	DATES/DAYS	AP	MIN	MAXFR
01	YSPGR			3400	Y	+	S01JAN 31DEC+	-	-	- WR
02	YSPGR	2210			Y	+	S01JAN 31DEC+	-	-	- WR
03	JSPGR			6200	J	+	S01JAN 31DEC+	-	-	- WR
04	JSPGR	4030			J	+	S01JAN 31DEC+	-	-	- WR
05	FSPGR			12200	F	+	S01JAN 31DEC+	-	-	- WR

If you have any questions or comments on this Bulletin, please contact:

**Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزِمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

```
06 FSPGR          7930          F + S01JAN 31DEC+ - - - WR
>                                     PAGE 1/ 1
```

To display the itineraries and carriers of the above prices, The FQR entry is used followed by the price line number for the example above

**FQR01**

```
>FQR01
XF MAY APPLY 3.96XA/7XY EXCLUDED          OTHER TAX MAY APPLY
ROE 1.000000 NEAREST 1.00 USD             SURCHG MAY APPLY-CK RULE
14AUG18**14AUG18/SV MSPJED/NSP; AT/TPM..../MPM 8394 /SPGR
LN FARE BASIS      OW      USD RT  B PEN DATES/DAYS  AP MIN MAXFR
01 YSPGR                    3400 Y + S01JAN 31DEC+ - - - WR
ADDON                SPECIFIED SV0005 ADDON          EFF09MAY18
DOMESTIC RTG VALIDATION (DRV) APPLIES WITHIN ORIG/DEST COUNTRIES
  1 * MSP-VX/AA/DL/AS-IAD/LAX/JFK-SV-JED
  2 * MSP-AA/DL/VX-SAN/OAK/PDX-AA/DL/VX-LAX/WAS/NYC-SV-JED
  3 * MSP-DL-IAD/JFK-SV-MED/DMM/RUH-JED
>                                     PAGE 1/ 1
```

To display the booking classes for the carrier ( VX ) selected from the above example list, the FQS entry is used followed by the carrier number and code:

**FQS01/AVX**

```
>FQS01/AVX
** RULES DISPLAY ** XF MAY APPLY 3.96XA/7XY EXCLUDED
OTHER TAX MAY APPLY          SURCHG MAY APPLY-CK RULE
14AUG18**14AUG18/SV MSPJED/NSP; AT/TPM..../MPM 8394 /SPGR
LN FARE BASIS      OW      USD RT  B PEN DATES/DAYS  AP MIN MAXFR
01 YSPGR                    3400 Y + S01JAN 31DEC+ - - - WR

PRIME BOOKING CODE WHEN NO EXCEPTIONS APPLY
Y
DEFAULT EXCEPTIONS
IF VIA SV                      FROM/TO/WITHIN SA          (1)
THEN VIA VX Y      PERMITTED
IF VIA SV                      (1)
THEN VIA VX Y      REQUIRED

(1) THE -IF- CONDITION APPLIES TO THE FARE COMPONENT
```

To price and store the price in the booking record, the following entry is used:

**FXB/R,U\*GOV00000**

If you have any questions or comments on this Bulletin, please contact:

**Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزِمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

## 2<sup>nd</sup> Procedure :- GR Fare combined with other airline ( OAL ) fare

It's permitted to combine (GOV) fares with special or annual available fares of some carriers, For example but not limited (AC, , B6 ,AS, LH, BA), Quota (SPA) rates are not used in the event of a combined price using the following entry:

**FXB/R,U\*GOV00000,P**

```

FXB/R,U*GOV00000,P
01 WA/WA
ITINERARY REBOOKED
LAST TKT DTE 20MAY16 - SEE ADV PURCHASE
-----<CORP 689515>-----
      AL FLGT  BK T DATE  TIME  FARE BASIS      NVB  NVA  BG
      JED
XNYC SV      21 Y  Y 12DEC 0615  YNGR      12DEC12DEC 2P
WAS B6  1407 S *S 12DEC 1655  SL2ABSN    12DEC12DEC 2P

SAR 2434.00      12DEC16JED SV X/NYC585.53B6 WAS63.26NUC
648.79END ROE3.750400
SAR 87.00IO      XT SAR 21.00YC SAR 67.00US SAR 15.00XA SAR
SAR 8.00E3      27.00XY SAR 21.00AY
SAR 151.00XT
SAR 2680.00
SAR 100.00      AIRLINE FEES
SAR 2750.00      TOTAL
PRIVATE RATES USED *F*
AIRLINE FEES INCLUDED
    
```

**NOTE:** Government tickets are allowed to be issued at quota ( SPA ) rates in the absence of government quota prices (SPGRA) and the absence of government prices combined with other companies (GRA) The same procedures applied for government quota prices will be applied in the after-sales services (change of destinations/rebooking) and the fees are applied in accordance with the terms of the price.

- In the event of re-issuance of a ticket issued at the prices of SPA quota for flights on the SAUDIA direct network. Ticket will reissued at the GRA price on the basic classes (F, J, Y) for international flights or ( F, J, H ) for domestic flights
- If this pricing entry does no work can be sent to [GOVSUPP@SAUDIA.COM](mailto:GOVSUPP@SAUDIA.COM) to save pricing on the PNR,s.

## 3<sup>rd</sup> Procedure: Issuance of Separate tickets

If the requested class within the agreement with the other carrier or the prices in the above sequence are not available , contact the Government Accounts Support Unit prior to issuing separate e tickets or annual published prices via email [GOVSUPP@SAUDIA.COM](mailto:GOVSUPP@SAUDIA.COM) (it's mandatory to inform the passenger that he will lose his right of being compensated on connecting flights, in case he faced involuntary case.)

If you have any questions or comments on this Bulletin, please contact:

### Sales Procedures

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزِمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

**Example:** GTR order (JED –SV- KUL –MH- PEN –MH- KUL –SV- JED), no SPA agreement available, then following will be applied:

- The Government direct price is calculated on the Saudi network (Jeddah-SV-Kuala Lumpur-SV-Jeddah).
- The direct price of the other company (Kuala Lumpur-MH-Penang-MH-Kuala Lumpur) is calculated at the discounted or annual price available according to the government order.
- Two separate tickets are issued using the government payment method

Example of the other company's quotation for the itinerary of KL - PEN on MH Airlines

### FXB

FXB

01 WA/WA \*

NO REBOOKING REQUIRED FOR LOWEST AVAILABLE FARE

LAST TKT DTE 15SEP16 - DATE OF ORIGIN

	AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG
KUL										
PEN	MH	1138	B	B	15SEP	0915	BFXX			30
KUL	MH	1137	B	B	25SEP	0700	BFXX			30
MYR	1396.00				15SEP16	KUL MH PEN	Q107.00	591.00	MH KUL Q	
SAR	1309.00				107.00	591.00	MYR1396.00	END		
SAR	2.00	D8								
SAR	18.00	MY								
SAR	79.00	D8								
SAR	1408.00									
SAR	100.00					AIRLINE FEES				
SAR	1508.00					TOTAL				
RATE USED	1MYR=0.937185	SAR								

#### **4<sup>th</sup> Procedure: Issuing tickets using the announced prices of other carrier with SAUDIA document (065) :**

The announced prices of the other carrier are used if the other carrier (OAL) is the trans-Atlantic or Pacific carrier. Example :

Itinerary: (New York to Paris on DL – Paris to Jeddah on Saudi Arabia SV).

In the example, FARE BASIS is based on DL prices. Pricing is done using the entry

### FXB

If you have any questions or comments on this Bulletin, please contact:

#### Sales Procedures

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزِمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

```

01 TEST/TEST

LAST TKT DTE 20SEP18/14:33 LT in POS - SEE ADV PURCHASE
-----
      AL FLGT  BK T DATE  TIME  FARE BASIS          NVB  NVA  BG
NYC
XPAR DL   262 Y   Y 10JAN 1750  YFFWUS                      2P
JED SV   126 Q   Q 11JAN 1325  YFFWUS                      2P

USD  4046.00          10JAN19NYC DL X/PAR SV JED Q NYCJED320.00
SAR 15197.00          M3726.00NUC4046.00END ROE1.000000
SAR    8.00-E3        XT SAR 69.00-US SAR 21.00-AY SAR 84.00-QX
SAR   87.00-IO        SAR 35.00-FR SAR 17.00-XF JFK4.50
SAR   226.00-XT
SAR 15518.00
SAR   100.00          AIRLINE FEES
SAR 15618.00          TOTAL
RATE USED 1USD=3.75600SAR
AIRLINE FEES INCLUDED
>
<
PAGE 2 / 3

```

### **Important Notes:**

- an approval must be taken from the Government Accounts Support Unit prior to issuance with these prices via email [GOVSUPP@SAUDIA.COM](mailto:GOVSUPP@SAUDIA.COM)
- The approval number must be written in the ( TOUR CODE ) field using the entry FT\*
- Pricing is done using FXB entry
- Informing the guest that the price conditions will be applied to after sales services (revalidation - reissuance).
- Must ensure that the price is flexible, changeable and can be reissued by referring to the price conditions.
- One ticket must be issued for the entire itinerary on SAUDIA document.
- Super saver V & N / CLASS is not allowed on Saudi flights.

### **NOTE:**

It is possible to issue a ticket at annual prices (IATA) for all itinerary if prices are not available according to the methods of issuance or if the value of issuing separate tickets is higher than the annual price after a delegation from authorized supervisors in government account support centers [GOVSUPP@SAUDIA.COM](mailto:GOVSUPP@SAUDIA.COM).

If you have any questions or comments on this Bulletin, please contact:

#### **Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزِمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

### **SV Codeshare flight:**

- ✚ Bookings and issuance of tickets for GTR on (SV code share) flights are permitted only in the case of the first issue using government quota fares **SPGRA** and If not available, use the " SAUDIA " Special rates (F, J, Y) and the government fares of the price category ( NGR-GRA ) is not permitted.
- ✚ It is not allowed to use tickets and EMD to issue tickets on code share flight.
- ✚ When reissuing an issued ticket on the Code share flights, it should be converted to government fares on SAUDIA network only.
- ✚ Re-issuance of issued tickets on the codeshare flights is permitted providing that the tickets are in the same itinerary (change of date/class) or reverse the itinerary.

### General procedures:

- A. GTR form must be returned after pricing to the issuing office to have it approved and stamped, and resubmit it to the CTO in order to issue the ticket, except for any authority that is exempt from financial linkage.
- B. The authorities excluded from the financial linkage are the forms of GTR which do not have the following elements
  - (Ticket value- name & Signature of the employee responsible for the financial linkage)
- C. **Payment method /government transport request FP/GOV** Can not be merged with any other payment method at the first issuance.
- D. It is not allowed to transfer GTR tickets directly to EMDs without a reservation ( PNR ).

**Example:** if a passenger with GTR ticket requested from the sales agent to transfer the GTR ticket to EDM to use it later, in this case, it is not allowed to be transferred to EMDs.

- E. The SAUDIA system for involuntary cases shall be applied according to the bulletin .
- F. Special cases (illness -death. etc.) are handled by sending the cases to the Government Accounts Support Unit.
- G. It is permitted to accept a GTR priced with a price higher than the actual ticket value
- H. It is not permitted to accept a GTR priced with a price lower than the actual ticket value.

### **Sales consultants duties:**

- 1- Ensure completing items, signatures and stamps on the GTR.
- 2- Issuing tickets, then write down the tickets' receiver on the GTR :  
(Full name/ ID number/ No. of tickets/ Date of receiving/ Contact number/ Signature), The

If you have any questions or comments on this Bulletin, please contact:

#### Sales Procedures

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزِمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

lack of these information on the passenger order is considered an administrative violation against the employee.

- 3- Ensure the validity of the order, as the validity of the GTR only two months from the date of issue.
- 4- Any amendment on the GTR order requires approval and stamping by the issuing office.

### **Procedures of issuing GTR order:**

#### **When issuing tickets please adhere to the following points:**

- 1- Add the account number, issuance number and date on the order in the form of payment.
- 2- It is not permitted to combine multiple GTRs with the same issuance number then issue one ticket with one entry, because this procedure will result in errors during collection.
- 3- It is allowed to use more than one separate GTR for one passenger on the same reservation (must Inform the passenger that he will lose his right of compensation on the connected flights in case the flight is subjected to involuntary operational conditions

#### **Itineraries :**

1. The ticket will be issued according to the itinerary and the class of service specified in the GTR, and will be limited on SAUDIA network only if the itinerary and date required is covered by SAUDIA network.
  2. If SAUDIA flights do not cover all the required itineraries in the GTR, follow the instructions below
- ✓ If there is an SPA agreement with more than one airline for the same Itinerary requested by the guest, then The agreement in which SAUDIA has the largest share must be applied (furthest point SAUDIA can reach), unless the GTR specified something else.
  - ✓ The carriers must be selected and not to left open.

#### **Account Number of the Issuing Authority:**

- 1- An account number has been assigned for each creditor (government departments, the Royal Court and the rest of the commercial clients) with a credit ceiling.
- 2- When entering payment data, the system verifies the issuing authority's account number and the credit ceiling. if the amount is within the limits the request will be approved, If the amount exceeds the ceiling the system will reject the procedure, and the answer of insufficient balance will display and the guest will be transferred to the issuing authority.

#### **Form of payment (FOP) Entries :**

The following entries are used in the system by (Cryptic):

GTR's account number	FPGOV/GR
Date (Day/Month/Year)	DDMMYYYY

#### **Example:**

If you have any questions or comments on this Bulletin, please contact:

#### **Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزِمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

FPGOV/GR0000010121-123456789012-11022016

Letter and star after date are the confirmation code that will be received via Amadeus system.

FP GOV/GR0000010121-111-01021437\*N

### Ticket validity:

1. The validity of the tickets is three years from the date of issue (partially used or unused) and can be renewed after one year from the date of issue. The applicable price type determines the period of validity of the price whether the ticket on the SAUDIA network only or has routes on other carriers.
2. The price validity terms of the other airline will be applied to the separate tickets.
3. The Ticket may be renewed within one year from the date of Issuance, up to a maximum of two times, including tickets issued to other companies provided it is on the SAUDIA network, taking into account the following:-

The GTR ticket can not be accepted after three years from the date of the original issue.

Example: passenger has a ticket, original issued on 01 January 2013 the ticket cannot be used after 01 January 2016

4. If the passenger requests a ticket re-issuance before expiry of the three-year validity period, the ticket sales advisor shall indicate the expiry date of the ticket in the box "Invalid after " in the corresponding ticket.
5. **Example:** A guest who has a ticket issued in August 2016, and requested reissuance on 01 July 2019, it will appear in the box (Invalid after) and the field of (FE) that the ticket is invalid after the date of 01 August 2019.
6. The passenger must be informed of the need to renew and reissue tickets after 12 months from the date of the issue.
7. In case of renewing expired tickets, the re-issuance fees for issued ticket on SAUDIA network flights will be applied to the basic classes ( F, J, Y ) for international flights and (F, J, H) for domestic flights.

### Re-issuance:

1. It is permitted to change the flight's sector from international to international.

If you have any questions or comments on this Bulletin, please contact:

#### Sales Procedures

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة ملزمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

2. It is permitted to change the flight's sector from international to domestic
3. It is permitted to change the flight's sector from domestic to domestic.
4. It is permitted to change the flight's sector from domestic to international.
5. It is permitted to change the class of service from higher to lower and vice versa.

❖ **in case of combining two tickets or two EMDs, the date of the oldest ticket or EMD Will be taking in account and The highest fees and conditions will applied**

- ❖ For more information regarding the mechanism of reissuance, please view “the reissuance or refund fees bulletin 201602112

**Re-issuance entries by using ATC:**

- Reissuance: FXQ/R,U\*GOV00000
- Reissuance for travel agencies' tickets: FXQ/R,U\*GRA00000

**A. Re-issuing government tickets issued on SAUDIA network:**

- 1- **Reissuance:** When reissuing government tickets, the reissued tickets must be priced by using the government fare (GRA) for international and domestic flights and must be on SAUDIA network only.
- 2- When the passenger request tickets reissuance which are already issued with IATA prices before or after this bulletin, the tickets shall be issued based on the government prices (GRA) for international flights and domestic flights on SV network only.
- 3- Re-issuance fees will be collected when reissuing GTR open tickets.
- 4- In case of re-issuance from a higher class to a lower class, the re-issuance fee shall be collected if any.
- 5- In case of voluntary upgrade, the re-issuance fee shall be collected either on the same route or in a different route.
- 6- The NO-SHOW fees will be collected according to bulletin .

**B. Re-issuance of government tickets which merged with other carriers prices (GRA) and government quota agreements SPGRA:**

- 1- When reissuing a government ticket, which is already issued at consolidated government prices or government quota agreements SPGRA, the reissued ticket has to be priced based on the government prices (GRA) for international and domestic flights if the flights on SV network only.
- 2- Re-issuance of government prices combined with other carriers and government quota fares (SPGRA) for unused tickets and partially used for the purpose of ( change of flights time) according to the passenger request, provided that the destinations, carriers and price

If you have any questions or comments on this Bulletin, please contact:

**Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزِمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

category are the same in the original ticket

**C. Reissuance of issued government tickets at the announced prices of other carriers**

1. When reissuing government tickets issued at the announced prices of other carriers, the re-issued ticket must be priced using government rates (GRA) for international and domestic flights if the flights are on the "SAUDIA" network only.
2. Re-issuance for the purpose of (change of flights time) is allowed only for unused and partially used tickets issued on the announced prices of other carriers, provided that the destinations and carriers are the same in the original ticket and on the announced available price for that carrier.

**Tickets issued on other carriers with SAUDIA document (065):**

A government ticket issued for the itinerary (Kuala Lumpur-MH-Penang-MH-Kuala Lumpur) on class B and the passenger wants to reissue the ticket:

1. Reissue the ticket at government prices ( GRA ) for international and domestic flights if the flights are on the "SAUDIA" network only
2. Re-issuance for the purpose of (change of flights time) is allowed only for tickets with SAUDIA document( 065 ) at the same destinations and carriers and on the announced prices available at that carrier.

If you have any questions or comments on this Bulletin, please contact:

**Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة ملزمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

**Government tickets re-issuance Procedures:**

Reissuance		purpose	fees	procedure
from	to			
Government prices GRA on SAUDIA NETWORK	Government prices NGR on SAUDIA NETWORK	Rebooking or change of flight dates	(Re-issuance/Rebooking) Fees of Saudi network flights for basic classes F/J/Y/H	Reissuing/re-booking at the same price category (GRA) and collecting fees
Government quota prices SPGRA	Government quota prices SPGRA	Rebooking	Re-issuance fees of the price category	Re-issuing ticket with collecting (ticket reissuance, the difference in price and taxes) fees, at the same price category if any
Government prices merged with other carriers	Government prices merged with other carriers	Rebooking	Re-issuance fees of SAUDIA flights	Re-issuing ticket with collecting (ticket reissuance, the difference in price and taxes) fees, at merged prices if any
Tickets issued at the announced prices of other carriers with SAUDIA document (065):	Tickets issued at the announced prices of other carriers with SAUDIA document (065) or Government prices GRA on SAUDIA NETWORK	Rebooking or change of flight dates on SV network	Re-issuance fees of the same price category for the basic tickets	Re-issuing tickets with collecting (the difference in price and taxes) fees, for the price category if any
Separate tickets on other carrier with SAUDIA document (065)	Separate tickets on other carrier with SAUDIA document (065) or Government prices GRA on SAUDIA NETWORK	Rebooking or change of flight dates on SV network	Re-issuance fees of the same price category for the basic tickets	Re-issuing tickets with collecting (the difference in price and taxes) fees, for the price category if any

If you have any questions or comments on this Bulletin, please contact:

**Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزِمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

- To know the fees refer to the conditions of price and class by using the price list (FQD).
- When reissuing (combined government prices, government quotas prices, announced prices of other carriers or separate tickets on other carrier) For the purpose of changing the name of the direct family members according to the SAUDIA system. Reissuance fees of class categories and price categories are collected and must be used on SAUDIA network only.
- It is not permitted to collect PENF fees in the cases of (NO SHOW / REVALEDATION) from the remaining amount of EMD (RSVT/MISC) or a ticket. Fees are collected in cash or by credit card.
- In the case of re-issuing a ticket against a remaining amount of EMD or a ticket, The re-issuance fee will be collected from the EMD or The ticket.
- For remaining amounts, an EMD voucher will be issued (RSVT), to be used to issue a new tickets or MISC for multi coupons EMDs.
- When the passenger chooses to change the itinerary or to reissue a ticket for lower price or lower class, The remaining GTR ticket balance can only be used as a tickets on "SAUDIA " network.

#### **Child and infant fares:**

GTR's tickets for Children and infants of all classes of travel are priced as per the method used to price children's tickets paid in cash.

#### **Stretcher fares:**

The updated mechanism for issuing GR tickets, requires issuing an EMD for the stretchers by using the code OB7 (RFISC) associated with the activated ticket, while all the below characteristics reflected in the system.

The following information must be added to the PNR :

1. Add the medical report information -SR MEDASV-STCR.
2. Add the stretcher service information – SR STCRSV-/S2 ( leave space before specifying the route )
3. The remark (HN) will appear, complete the process, and confirm the service, the unit responsible for stretcher approval and confirmation will change the service status to (HK).
4. The next step is pricing the requested route by using the entry FXP/R, U\*GOV specified for pricing GR flights.
5. After service confirmation, price the EMD by using the code (FXG).
6. Issue the ticket and the EMD together at the same time by using the entry (TTP/TTM)

\*The pricing is from the normal guest class ( Y) (YGR) for international flights and (Y) (YGR) for domestic flights on SAUDIA network only by using the following entry :

**FXP/R,U\*GOV**

If you have any questions or comments on this Bulletin, please contact:

#### **Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة ملزمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

**After Sales Service for GTR EMD stretcher service :**

- 1- It is not applicable to reissue the EMD on different route.
- 2- It is not applicable to divide the EMD into multiple tickets for family members
- 3- The EMD is refundable by official refund letter from the respective ministry
- 4- In the event the guest requested to change travel date due to urgent circumstances, associate the EMD with the new flight on the same route without collecting fee.
- 5- The stretcher service is provided only on SAUDIA network , in the event of need to provide the service on other Airline , contact the Airline to know the service availability and service conditions .
- 6- Collect the no show fees from the ticket value only and not from the EMD.
- 7- The EMD validity is three years from the date of issuance in accordance with the GR method of payment and must be issued against the Government account of the issuing entity (FP GOV/GR0000XXXXXXXX-XXXX).
- 8- . Associate the stretcher EMD without fees only when changing the date, collect fees when changing the ticket associated with the EMD according to the fare conditions and rules of the destination. Disassociate the EMD and associated with the new flight by using the following entry:

**EWA/DSC/E1/TKT065-0000000000/E1 > disassociate the EMD**

**EWA/ASC/E1/TKT065-0000000000/E1 > associate the EMD**

- 9- One stretcher EMD can be issued for outbound and return flights in case the GR contained stretcher request for outbound and return flights .

for stretcher pricing use the normal hospitality class (Y) (YGR) for international flights and (H) (HGR) for domestic flights on SAUDIA network only .

\*If there is another carrier, two separate tickets will issued, After coordination and taking approvals from the other carrier by the guest.

**Revalidation/Reissue:**

- 1- (Rebooking fees- Reissue fees) are collected for first issuance open government tickets or canceled booking in the event of a confirmed flight and no fees will be charged for NO SHOW
  - a) If the date of the (change / re-issuance) is more than two days before the date of the flight in the ticket, the lowest fees are taken (fees more than two days from the flight departure time).
  - b) If the date of the (change / re-issue) is within two days or an earlier date after the take-off date of the ticket and the status of Coupon (O), the most severe fees (two days fees from the flight departure time) will be taken.

If you have any questions or comments on this Bulletin, please contact:

**Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

c) No show fees shall be collected on (S) Coupon status only

1. In case of flight date changed to other carrier with the same PNR, revalidation is not allowed and the following procedure is applied:

a) Ticket has to be reissued.

b) Applying re-issuance fees according to the class of booking, if any and as per the carrier's regulations then add the information to the endorsement box FE

**FE REVL OAL COUPON**

**Involuntary downgrade:**

1. In case of involuntary downgrade, ATO agents must submit an Automatic request or hand a hard copy of downgrade form to the passenger.
2. Class deference will returned to the guest in the form of GTR tickets on SAUDIA network from issued EMD of the remaining amount and not to be left as an EMD.

**Beneficiaries:**

- It is not permitted to reissue tickets and EMDs issued by travel agencies on Government form of payment GR/GOV to be transferred (change name) to the eligible beneficiaries according to SAUDIA GR tickets policy.
- It is permitted to reissue tickets and EMDs issued by travel agencies on Government form of payment GR/GOV to be transferred (change name) to the eligible beneficiaries according to SAUDIA GR tickets policy and fare conditions through all SAUDIA Sales offices and branches.

It is then prohibited to reissue them to other relatives, and the name of the primary owner must be typed in the Endorsements box. To comply with the provisions of this paragraph, the following procedures shall be followed:

❖ It is only allowed to reissue the GTR ticket from the owner to:

1. Direct family members (Parents/Spouse/Children)
2. legal Dependents (Brother/Sister)
3. Sponsored persons (domestic labor "Maid or Driver")
4. Ensure all documents are complete and attach a copy of all documents and related documents in the sales report sent to the financial management

❖ Write the owner's name in the endorsement field (FE) when reissuing the GTR ticket, so that it

If you have any questions or comments on this Bulletin, please contact:

**Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزِمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

can't be reissued to non-direct members.

**Example:** GTR ticket was issued and the passenger then wanted to transfer the ticket to one of his sons, the employee has to write the owner of the ticket in the endorsement field as follows:

FE-ORG.N ALJARALLAH/FAISAL R

- Therefore, the son is not allowed to do a second reissue of the ticket to his wife or children or his sponsor, and only allowed to be reissued to the principal owner listed beneficiaries and dependents as explained above.

**Important note:**

For ticket name change, the Ticket must be transferred to original owner according to the name mentioned to the FE felid.

**Government tickets are exempted from reissuance fees in the following cases:**

- When the requested class in the GTR is not available (Domestic or International) on SV network.

**Example:**

passenger is holding a GTR order from DMM to RUH on first class; when requesting the availability turns out that there isn't a first class on that segment.

```
SN1MARDMMRUH
** SAUDI ARABIAN AIRLINES - SN ** RUH RIYADH.SA      41 SA 01MAR 0000
SKYTEAM CARING MORE ABOUT YOU
1 SV1167 J9 C8 D6 I2 Z1 Y9 B9 /DMM RUH 3 0600 0715 E0/320 1:15
   K9 M9 H9 L9 Q9 T9 S9 GS
2 SV1137 J9 C9 D9 I2 Z2 Y9 B9 /DMM RUH 3 0700 0815 E0/321 1:15
```

In this case it is permitted to reissue the ticket without collecting reissuance fees, Provided that the procedure is performed at the same time with the first issue of the ticket as per the GTR.

**Note:** If the GTR includes first class flights on other carriers with no service class (first Class) availability on that carrier, issue open (ticket/tickets) In accordance with issuing methods (SPGR –combined fares- separate tickets .....). If the other carrier provides first class service and specify fares as displayed in the system, reissue the ticket on available class of service without fees , complete the process at the same time with the first ticket issuance .

In case of unavailability of first-class fares on other carrier when displaying the system, issue the ticket on next available class.

- Reissuing government tickets for involuntary cases:

If you have any questions or comments on this Bulletin, please contact:

**Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزِمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

- 1) When the carrier cancels a flight.
- 2) If the carrier isn't able to fly according to schedule.
- 3) If the carrier can't stop at the guest's final destination (whether flying beyond or before the final destination).
- 4) If the carrier fails to provide a seat for a guest with a confirmed PNR.
- 5) When the carrier causes the passenger to miss a confirmed connected flight.
- 6) Add information in the FE endorsements box about the status.

FE INVOL TICKET

**NO SHOW:**

The NO-SHOW procedure is applied in accordance with bulletin .

**REFUND:**

Refunds of government tickets are not allowed in cash, An official letter from the issuing authority will be submitted to SAUDIA .

**Issuing GTR for a specific flight:**

In case there wasn't any availability on SV flights or the date doesn't correspond with SV flights at the first issuance, then it is permitted to issue tickets on other carriers for the entire route of the order with SV ticket numbers (065), Provided that the value of the GTR is approved and agreed by the government authority prior to ticket issuance according to the conditions and fares of other carriers.

**Important notes**

1. When reissuing GTR, the basic ticket number (the first issue) and its date must be added in the FO box, in addition to information of (the ticket or EMD ) to be reissued.

**Example:** Issuing a ticket against an EMD

FO065-2434567890AJF01JAN14/71490661/065-8201234567M1



Original ticket number and info



EMD NUMBER

2. When issuing an EMD with the remaining amount, must add the ticket price type (FARE BASIS) in the endorsements field as well as the primary owner's name and transfer it to a ticket.

If you have any questions or comments on this Bulletin, please contact:

**Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة ملزمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

**Example:**

TMI/FE-ORG.N ALJARALLAH/FAISAL R // F.B (NGR/RGR/GR)

3. If the price is not calculated automatically at the first issue, the ATC will not be able to automatically recalculate the price when re-issuing the tickets.

For the first **issuance**, the following entry is used to automatically calculate the price

➡ **FXP/R,U\*GOV00000**

For the first **reissuance**, the following entry is used to automatically calculate the price

➡ **FXQ/R,U\*GOV00000**

**Baggage:**

SV regulations apply for free allowance baggage

**Benefits:**

- 1) Complete usage of full value of Al-Fursan mileage.
- 2) Offer discount on international cash ticket on SV network only for escorts who are eligible for GTR tickets as following :
  - % 15 on available guest classes starting from ( M/class ) and above.
  - % 15 on business class (C/C) and %20 on (J/C)
  - % 20 on first class (P/C) and %25 on (F/C)

Following entry is for pricing reservation and offering special discounts for escorts:

FXP/R,U\*GOVFML

FQDJEDDXB/R,U*GOVFML/6SEP										
TAX MAY APPLY										
ROE 3.750330 UP TO 1.00 SAR SURCHG MAY APPLY-CK RULE										
06SEP16**06SEP16/SV JEDDXB/NSP;EH/TPM 1048/MPM 1257 /GOVFML										
LN	FARE BASIS	OW	SAR	RT	B	PEN	DATES/DAYS	AP	MIN	MAXFR
01	MGOVFML		1326		M	+	-	-	+	- - - BM
02	EGOVFML				E	+	S06SEP	09SEP+	-	- - - BM
03	BGOVFML		1492		B	+	-	-	+	- - - BM
04	YGOVFML				Y	+	S06SEP	09SEP+	-	- - - BM
05	EGOVFML		1658		E	+	-	-	+	- - - BM
06	YGOVFML				Y	+	S06SEP	09SEP+	-	- - - BM
07	CGOVFML		5100		C	+	S06SEP	09SEP+	-	1+ 4MBM
08	JGOVFML				J	+	S06SEP	09SEP+	-	- - - BM
09	CGOVFML		3039		C	+	-	-	+	- - - BM
10	JGOVFML		3120		J	+	-	-	+	- - - BM

If you have any questions or comments on this Bulletin, please contact:

**Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزِمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

- 3) The procedures of the beneficiaries above shall apply.
- 4) A separate PNR shall be created and linked with GTR PNR by using the following entry:

SR OTHS SV-TCP RRRRR  
OR  
RM TCP RRRRR

- 5) It is permitted to reissue cash tickets without discount and the price difference and fees are collected.
- 6) revalidation is permitted for cash tickets, fees applied.
- 7) Refund is permitted for cash tickets, fees and refund procedures are applied.
- 8) The GTR ticket numbers and the cash tickets shall be linked and added to the endorsement field FE:

FE GOV/TKT 065-0000000000

#### Fees:

- 1- All classes fees for international and domestic flights for the cash tickets will be applied to the tickets issued after February 25, 2016.
- 2- Child and infant discount is applicable as shown in price regulations.
- 3- All fees information will be updated within AMADEUS (reservation & ticketing) system and within ATC system.
- 4- All employees must review the price conditions in the ( reservation and ticketing ) system AMADEUS .

#### Excess Baggage of GTR:

- 1) It's allowed to issue an EMD against GTR for excess baggage.
- 2) Issued EMD's shall be treated as GTR tickets in case of reissuance

#### First suite class:

first suite class for government tickets shall be priced and re-issued on GRA-NGR rates.

#### Conditions of using tickets with coupon status (Z):

If you have any questions or comments on this Bulletin, please contact:

#### Sales Procedures

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.

As a result of updating Altea DCS, Amadeus system will reject any ticket with the first coupon status (Z) as it will be treated as a non-sequential coupon, As a result must follow the following procedures:

❖ **In case of NO-SHOW while the coupon status is (Z) and the PNR has been automatically cancelled and the guest requests to use the remaining coupon on the same class and date , follow the procedures below:**

- 1- Reissue the unused coupon on the same class and date without fees.
- 2- The price must be manually recalculated from the beginning of the trip as shown in the original ticket.
- 3- Add (FTJ) information to the FE endorsements field.

FE REISSUE Z COUPON

❖ **In case of no-show while the coupon status is (Z) and the PNR has been automatically cancelled and guest requests to use the remaining coupon on higher class and deferent date, follow the procedures :**

- Reissue the ticket on the new date, higher class or new route and collecte class difference fees, price difference fees and reissuance fees .

If you have any questions or comments on this Bulletin, please contact:

**Sales Procedures**

This bulletin is for private Travel agencies only and may not be published under any circumstances or traded outside the network of Saudi Arabian Airlines. In the case of non-compliance with this employee will be subjected to legal accountability

تعتبر هذه النشرة مُلزمة التطبيق، وهي خاصة بوكالات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الخطوط السعودية وفي حال عدم التقيد بذلك سيتعرض الموظف للمساءلة.