# Update on Prepaid Seat Selection Service

<table>
<thead>
<tr>
<th>Date</th>
<th>Reference</th>
<th>Effective date</th>
</tr>
</thead>
<tbody>
<tr>
<td>21 March 2018</td>
<td>201803211</td>
<td>IMMEDIATELY</td>
</tr>
</tbody>
</table>

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:**

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If you have any questions or comments on this Bulletin, please contact: 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
Below table shows the fees of this ancillary service for different seat types and classes for INTERNATIONAL flights:

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

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

<table>
<thead>
<tr>
<th>Seat type</th>
<th>Class (Domestic flights)</th>
<th>Domestic stations (RUH, JED, DMM)</th>
<th>Other domestic stations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front row seats and emergency exits</td>
<td>(U,N,Q)</td>
<td>70 SAR</td>
<td>50 SAR</td>
</tr>
<tr>
<td>Other Front zone seats</td>
<td>(U,N,Q)</td>
<td>30 SAR</td>
<td>20 SAR</td>
</tr>
<tr>
<td></td>
<td>(H)</td>
<td>FREE</td>
<td>FREE</td>
</tr>
<tr>
<td></td>
<td>(G)</td>
<td>FREE</td>
<td>FREE</td>
</tr>
</tbody>
</table>

- 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:

```
RF/JEDSV08AA/JEDSV08AA BM/SU 3NOV16/0722Z 35JPU0
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 TR 0K03NOV/JEDSV08AA//ETSV
5 SSR DOCS SV HK1 P/SAU/F123456/SAU/01JUL83/M/01JAN20/BAFAYADH /MOHAMMED
6 FA FAX 065-2476435792/ETSV/SAR3651.00/03NOV16/JEDSV08AA/7149
3730/S2
7 FP FAX CCVIXXXXXXXXXXXX2349/1020*CVU/A482708/S2
```
Entry for selecting a seat:

```
>ST/30L/S2/P1
--- TST RLR SFP ---
RF/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+96654504004/AR
4 TK OK3NOV/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/MOHAMMED ADT
0B5 RQST 1 SV35 20NOV SAR200.00
```

Payment method (VISA):

```
>TMIF/FP-CCVXXXXXXXXX2349/1020*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-OB5 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 CCV14123456789012349/1020*CV
```

Special entry for issuing the EMD:

```
>TTM/RT
--- TST TSM RLR SFP ---
RF/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+96654504004/AR
4 TK OK3NOV/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
```
• Display a prepaid seat EMD:

```
>EW/L8
EMD-0658209616811 TYPE-A SYS-1A LOC-35JPUO
INT-I FCI-0 0 POI-JED DOI-03NOV16 IOI-71493730
PAX- BAFAYADH/OMHAMMED MR ADT
RFIC-A AIR TRANSPORTATION
REMARKS-
CPN-1 RFISC-OB5 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 CCVIXXXXXXXXX2349/1020/A483138
FOID-
```

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

• Display the PNR:

```
--- RLR SFP ---
RF/JEDSV08AA/JEDSV08AA BM/SU 13NOV16/1040Z 70DL8C
1. BAFAYADH/OMHAMMED MR (ADT)
2. SV 882 B 22DEC 4 JEDCAN HK1 S 2350 1330+1 *1A/E*
3. APN SV/M+96654504404/AR
4. TK OK13NOV/JEDSV08AA
5. SSR DOCS SV HK1 P/SAU/F123456/SAU/01JUL83/M/01JAN20/BAFAYADH
   /OMHAMMED
6. OPW-17NOV:1400/1C7/SV REQUIRES TICKET ON OR BEFORE
   20NOV:1300/S2
```

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gdssupport@saudia.com
• To calculate the ticket (FXP):

>`FXP`  
FXP  
01 BAFAYADH/MOHAM*  
LAST TKT DTE 22DEC16 - DATE OF ORIGIN  
------------------------------------------------------------  
<table>
<thead>
<tr>
<th>AL FLGT</th>
<th>BK T</th>
<th>DATE</th>
<th>TIME</th>
<th>FARE BASIS</th>
<th>NVB</th>
<th>NVA</th>
<th>BG</th>
</tr>
</thead>
<tbody>
<tr>
<td>JED</td>
<td>SV</td>
<td>882</td>
<td>B</td>
<td>22DEC 2350</td>
<td>BLOW</td>
<td>22DEC</td>
<td>22DEC</td>
</tr>
</tbody>
</table>
| 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

<table>
<thead>
<tr>
<th>PASSENGER</th>
<th>PTC</th>
<th>OC</th>
<th>SRV</th>
<th>NP</th>
<th>PR</th>
<th>FLGT</th>
<th>DATE (SAR)</th>
<th>FARE</th>
<th>TAX</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 BAFAYADH/ MOHAMM ADT</td>
<td></td>
<td>01</td>
<td>BAFAYADH/ MOHAMM ADT</td>
<td></td>
<td></td>
<td>0B5</td>
<td>RQST</td>
<td>1 SV882</td>
<td>22DEC</td>
<td>SAR 200.00</td>
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• To activate Cash for the EMD:

>TMI/FP-CASH

<table>
<thead>
<tr>
<th>TSM</th>
<th>1</th>
<th>TYPE P</th>
<th>JEDSV08AA BM/13NOV 00 INT</th>
<th>I EMD-A CARR SV</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. BAFAYADH/ MOHAMMED MR (ADT)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RFC- A/A</td>
<td>AIR TRANSPORTATION</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. RFISC-0B5 SEATING</td>
<td>L 5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPERATING CC-SV FEE OWNER-SV</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SERVICE REMARKS-CHARACTERISTICS: CH L</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADD INF/RKS:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FARE</td>
<td>F</td>
<td>SAR</td>
<td>200.00</td>
<td></td>
</tr>
<tr>
<td>EXCH VAL</td>
<td>SAR</td>
<td>200.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>SAR</td>
<td>200.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FC</td>
<td>JED SV CAN200.00 SAR200.00END</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FP</td>
<td>CASH/N</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

• Display PNR:

>RT

--- TSM RLR SFP ---

<table>
<thead>
<tr>
<th>RP/JEDSV08AA/JEDSV08AA</th>
<th>BM/SU</th>
<th>13NOV16/1046Z</th>
<th>7O DL8C</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. BAFAYADH/ MOHAMMED MR (ADT)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>SV</td>
<td>882</td>
<td>B</td>
</tr>
<tr>
<td>3</td>
<td>APN</td>
<td>SV/M+966545044004/AR</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>TK</td>
<td>O13NOV/JEDSV08AA</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>SSR</td>
<td>RQST SV HK1 JEDCAN/30LN, P1/S2</td>
<td>SEE RTSTR</td>
</tr>
<tr>
<td>6</td>
<td>SSR</td>
<td>DOCS SV HK1 P/SAU/F123456/SAU/01JUL83/M/01JAN20/BAFAYADH MOHAMMED</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>OPW</td>
<td>17NOV:1443/1C14/SV REQUIRES DOCUMENT ON OR BEFORE</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>OPW</td>
<td>17NOV:1400/1C7/SV REQUIRES TICKET ON OR BEFORE</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>OPC</td>
<td>20NOV:1443/1C16/SV CANCELLATION DUE TO NO DOCUMENT/E5</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>OPC</td>
<td>20NOV:1400/1C8/SV CANCELLATION DUE TO NO TICKET/S2</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>FE</td>
<td>PAX VALD 1Y FRM ISSUE DATE 4 NON USED TKT/1ST TRV USED/S2</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>FV</td>
<td>PAX SV/S2</td>
<td></td>
</tr>
</tbody>
</table>

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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 70DL8C
1. BAFAYADH/MOHAMMED MR (ADT)
2. SV 882 B 22DEC 4 JEDCAN HK1  S 2350 1330+1 *1A/E*
3. APN SVM+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
```