1. EMD-S issuance for Group deposit down payment & Group Penalty Fee

<table>
<thead>
<tr>
<th>SVC</th>
<th>RFIC</th>
<th>RFISC</th>
<th>Description</th>
<th>Type</th>
<th>Pricing</th>
<th>Consumed at Resistance</th>
<th>ICW</th>
<th>Refundable by FI</th>
<th>Exchanges by FI</th>
<th>Voided by FI</th>
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<tr>
<td>GRDD</td>
<td>D</td>
<td>99A</td>
<td>Group Deposit/Downpayment</td>
<td>EMD-S</td>
<td>Manual</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
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<tr>
<td>GRPF</td>
<td>D</td>
<td>98F</td>
<td>Group Penalty Fee</td>
<td>EMD-S</td>
<td>Manual</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

1.1 Group deposit down payment flow
The EMD-S for Group Deposit/Downpayment is issued prior to ticket issuance and prior to passenger names addition in the PNR.

a) Create a PNR with any segment.

b) The name field must contain the **Surname**: Group name & **Name**: Total number of group passengers
   i.e. A group of 25 passengers will fly. Group name is OLYMPIC AIR. The name of the PNR to be created for Group Deposit/Downpayment (GRDD) will be: **OLYMPIC AIR/TWENTYFIVE**

c) Clicking the Standalone EMD icon will display a dropdown that will show the types of Standalone EMDs available:

d) **Mandatory EMD fields to be updated by travel agents:**
   - Traveler Association: Select the traveler to whom the EMD will be associated from the dropdown list
   - Service Location: Enter the group point of origin (three-letter Airport Code)
   - Fare Information (Base Amount): Base Amount refers to the Deposit Amount itself
   - Endorsement box: Record Locator of group PNR containing the booked flights segments, the total number of group passengers and the Routing information (origin and destination of outbound travel) i.e. GROUP PNR RLOC QJOPDU TOTAL PAX 25 ROUTING ATHHER
   - Tour code
   - Form of Payment
e) Issue EMD-S by clicking Submit:

f) EMD-S Issued
After the EMD-S issuance, delete the segments.

1.2 Group Penalty fee
Group penalty fee is issued for group space cancellation, therefore may be collected when required.

a) Create a PNR with any segment.

b) The name field must contain the **Surname**: Group name & **Name**: Total number of cancelled seats
   i.e. : 5 seats were canceled. Group name is AEGEAN AIRLINES. The name of the PNR to be created for collecting Group Penalty Fee (GRPF) will be: AEGEAN AIRLINES/FIVE

c) Clicking the Standalone EMD icon will display a dropdown that will show the types of Standalone EMDs available:
d) **Mandatory EMD fields to be updated by travel agents:**

- **Traveler Association:** Select the traveler to whom the EMD will be associated from the dropdown list.
- **Issued in connection with ticket (ICW), in case of cancelled space for ticketed passengers**
- **Service Location:** Enter the three-letter Airport Code for the Point of Sale of the booking location.
- **Fare Information (Base Amount):** Base Amount refers to the Penalty Amount itself.
- **Endorsement box:** Record Locator of the group PNR with booked flights segments, the total number of group passengers, in case of cancelled space of un-ticketed passengers & the Routing information (origin and destination of outbound travel) i.e. **GROUP PNR RLOC QY3BDU ROUTING ATHFCO**
- **Form of Payment**

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e) **Issue EMD-S by clicking Submit:**
f) EMD-S Issued
g) After the EMD-S issuance, delete the segments.