



## **\*7<sup>th</sup> Amendment\***

### **Exchange for Credit Voucher (EMD) due to COVID-19**

Regarding travel advisory due to COVID-19, please be advised the exchange for a credit voucher (EMD) guideline for **contracted U.S ARC agencies (Amadeus User only)** as follow:

**Purpose :**

- Due to the constantly evolving situation related to COVID-19 and the high volume of refund requests, we highly encourage customers to reuse the value of the ticket with 10% discount for future travel's fare without fee.

**Applies for Tickets :** **Issued on or before April 1, 2020**

**And/or flights departing before March 31, 2021 involuntarily cancelled by KE**

**Issued on :** KE 180 Ticket Stock

**Applicable to Travel on :** Revenue KE International Ticket

- Including Non-Refundable ticket
- Including KE marketing/OAL operating Codeshare flights
- Including DL marketing/DL operating flights
- **Including transit exclusive domestic flight**

**Applicable Period :** **on or before December 31, 2021**

**Issuance Period :** **on or before November 30, 2020 (permitted until December 31, 2020 for passengers with prior notice)**

**Date of Impacted Travel :** No restriction

**Affected Area(s) To/From/Through :**

- Flights departing from the U.S.A (except GUM) to all destinations


**Credit Voucher (EMD) 10% Discount AUTH :** **ORCTFRWFLW**

- You may indicate the waiver AUTH in Tour Code box (See page 3)

Customer Benefits	Agency Benefits
<ul style="list-style-type: none"> <li>Receive 10% discount when reused</li> <li>After issue new ticket, receive all EMD remaining balance without penalty</li> <li>Extended ticket validity (EMD valid until December 31, 2021. And the ticket valid for 1 year from the ticket issuance date by utilizing EMD.)</li> </ul>	<ul style="list-style-type: none"> <li>Obtain previously sold customers and sales revenue</li> <li>When the new ticket is used, the sales revenue will be reflected on V/I calculation. (Based on the departure month)</li> </ul>

### Credit Voucher (EMD) & Condition

- Exchange the ticket for a credit voucher (EMD) in the amount of the original ticket for the passengers who wish to obtain for future use

Category	Detail																						
Applicable Agency	Contracted U.S ARC agencies (Amadeus User only)																						
Credit Voucher (EMD) Issue Method	<a href="#">EMD</a> (TRAN)																						
Ticket Condition	Original ticket must be totally unused																						
Issuable Amount	Total amount of the original ticket (Fare/Tax/Surcharge)																						
Issuance Period	on or before November 30, 2020																						
Applicable Period	on or before December 31, 2021																						
Applicable Route	All areas departing from the U.S.A (except GUM)																						
Credit Voucher (EMD) Discount	<p><b>10% discount on new journey fare when reused</b> [Example]</p> <table border="1"> <thead> <tr> <th colspan="2">Original Ticket</th></tr> </thead> <tbody> <tr> <td>Itinerary</td><td>LAX/ICN/LAX</td></tr> <tr> <td>Total (Fare+ Tax/Surcharge)</td><td>\$1,200 (\$900+\$300)</td></tr> </tbody> </table> <p>Issue \$1,200 EMD </p> <table border="1"> <thead> <tr> <th colspan="2">New Ticket</th></tr> </thead> <tbody> <tr> <td>Itinerary</td><td>SFO/ICN/SFO</td></tr> <tr> <td>Fare</td><td>\$1,000</td></tr> <tr> <td>Apply 10% Discount (on fare)</td><td>\$100 (\$1,000*10%)</td></tr> <tr> <td>Fare after 10% discount</td><td>\$900 (\$1,000 - \$100)</td></tr> <tr> <td>Tax/Surcharge (Assumption)</td><td>\$200</td></tr> <tr> <td>Total Ticket Amount</td><td><b>\$1,100</b> (\$900+\$200)</td></tr> <tr> <td>EMD Remaining Balance</td><td>\$100</td></tr> </tbody> </table>	Original Ticket		Itinerary	LAX/ICN/LAX	Total (Fare+ Tax/Surcharge)	\$1,200 (\$900+\$300)	New Ticket		Itinerary	SFO/ICN/SFO	Fare	\$1,000	Apply 10% Discount (on fare)	\$100 (\$1,000*10%)	Fare after 10% discount	\$900 (\$1,000 - \$100)	Tax/Surcharge (Assumption)	\$200	Total Ticket Amount	<b>\$1,100</b> (\$900+\$200)	EMD Remaining Balance	\$100
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EMD Remaining Balance	\$100																						

✗ Credit Voucher is valid until December 31, 2021. The departure date of new ticket's first segment must be within the validity.

✗ Issuance is permitted until December 31, 2020 for passengers with prior notice.

### Credit Voucher (EMD) Issue Procedure

EMD Type	TRAN (*)
Reason for Issuance Code/Sub Code	D/997
Issue Purpose	<ul style="list-style-type: none"> <li>- For Future Transportation EMD-S (Standard-alone)</li> <li>- EMD can be issued exclusively and reissued (reused) and refundable</li> </ul>

\* IATA common code, already distributed to Amadeus system and currently in use

- Issue EMD with the total amount including Fare, Tax, and Surcharge.
- When issuing EMD, indicate applicable code/detail in Tour Code and Endorsement box depends on original ticket departure date.

#### [Issue EMD with original ticket departure date in between February 2 - June 30, 2020]

Waiver AUTH	Remarks
Indicate "ORCTFRWSTA" into ENDS BOX	It will allow a full refund of the remaining balance of EMD.
Indicate "ORCTFRWFLW" into TOUR CODE BOX	It will allow 10% discount for the future travel.

#### [Issue EMD with original ticket departure date on/before February 1, 2020 and/or on/after July 1, 2020]

Waiver AUTH	Remarks
Indicate "ORCTFRWFLW" into TOUR CODE BOX	It will allow 10% discount for the future travel. (Refund waiver is not available.)

### Credit Voucher (EMD) Refund

- Must refund all remaining balance of EMD after issuing the new ticket by utilizing EMD. (Not allowed to reuse)
- Refund is available for expired EMD.

EMD	Condition	Remarks
Totally Unused EMD / Expired EMD	With Waiver AUTH "ORCTFRWSTA"	No Refund Penalty

		- Full refund of the remaining balance of EMD
Totally Unused EMD / Expired EMD	Without Waiver AUTH "ORCTFRWSTA"	Refund Penalty of the original ticket's fare rule will apply. - Refund the remaining balance of EMD after penalty deduction
Partially Used EMD	With or without Waiver AUTH "ORCTFRWSTA"	No Refund Penalty - Full refund of the remaining balance of EMD

# [1A Cryptic Entry]

Auxiliary Seg Creation for EMD-S TRAN	<p>IU KE NN1 TRAN JFKICN</p> <pre> /\$--- TST TSM RLR SFP --- RP/SELKE0980/SELKE0980          SY/SU  23MAR20/0458Z  L607TC 7920-4716 1.CREDIT/KIMMS 2  KE 086 E 01MAY 5 JFKICN HK1  0050 0410  02MAY  E  KE/L607TC 3 SVC KE HK1 TRAN JFKICN 4 APM 010 </pre>
Create TSM-P	TMC
Exchange Value with OLD Tax	<p>TMI/RUSD833.00/EKRW999300/W0/OKRW1100YQ/OKRW156000YR/ OKRW22700US/OKRW6800AY/OKRW5400XF</p> <p>* Maximum of 15 taxes can be entered. If it is over 15, it requires to input the sum.</p>
Fare Calculation Field	TMI/FC-NYC KE SEL833.00NUC833.00END ROE1.000000 XF JFK4.5
International Indicator	TMI/YI
OLD FOP input	<p>TMI/FP-O/CASH</p> <p>* Input Form of Payment (FOP) of the original ticket</p>
FO (ORGN Document in Exchange)	TMI/FO-180-2329590893E1SEL23MAR20/12345675/180-2329590893E1
NVA Input	TMI/NA-01MAY21 (NVA)
Document Level Remarks	<p>TMI/H NOT FOR RFND</p> <p>* Must input if it is Non-Refundable ticket</p>
TSM-P	<pre> /\$TSM 1 TYPE P SELKE0980 SY/23MAR 11 INT I EMD-S CARR KE 1.CREDIT/KIMMS RFIC-D/O FINANCIAL IMPACT 1. RFISC-997 PAYMENT-TRANSPORTATION CREDIT VOUCHER L 3 OPERATING CC-KE ORIGIN-JFK DEST-ICN NVA-01MAY21  ADD INF/RKS:  FARE R USD 833.00 EQUIV KRW 999300 EXCH VAL KRW 999300  TX001 O KRW 1100-YQ TX002 O KRW 156000-YR TX003 O KRW 22700-US TX004 O KRW 6800-AY TX005 O KRW 5400-XF  TOTAL KRW 0 FC NYC KE SEL833.00NUC833.00END ROE1.000000 XF JFK4.5 FO 180-2329590893SEL23MAR20/12345675/180-2329590893E1 FP O/CASH </pre>

EMD	<p>EMD-1804550544730 TYPE-S SYS-1A LOC-L607TC  INT-I FCI-1 1 POI-SEL DOI-23MAR20 IOI-12345675  PAX- CREDIT/KIMMS ADT  RFIC-D FINANCIAL IMPACT  REMARKS-  CPN-1 RFISC-997 KE JFKICN S-O  DESCRIPTION-PAYMENT-TRANSPORTATION CREDIT VOUCHER  PRESENT TO-  PRESENT AT-  SERVICE REMARKS-  FARE R USD 833.00  EQUIV KRW 999300  EXCH VAL KRW 999300 RFND VAL  TAX-01 O YQ 1100 TAX-02 O YR 156000 TAX-03 O US 22700  TAX-04 O AY 6800 TAX-05 O XF 5400  TOTAL KRW NO ADC  /FC NYC KE SEL833.00NUC833.00END ROE1.000000 XF JFK4.5  FO 180-2329590893SEL23MAR20/12345675/180-2329590893  FP O/CASH  FOID-</p>
Original Ticket	<p>TKT-1802329590893 RCI- 1A LOC-L607TC  OD-NYCSEL SI- FCPI-0 POI-SEL DOI-23MAR20 IOI-12345675  1.CREDIT/KIMMS ADT S I N  1 O JFKICN KE 86 E 01MAY 0050 OK E ELE0WRMD  01MAY 2PC  FARE F USD 833.00  EQUIV KRW 999300 BSR 1199.571833  TOTALTAX KRW 192000  TOTAL KRW 1191300  /FC NYC KE SEL833.00NUC833.00END ROE1.000000 XF JFK4.5  FE NONENDS. RFND PNTY APPLY-USD200. RISS CHRG APPLY-USD120. NO M  ILE UG. -BG KE  FP CASH  NON-ENDORSABLE  FOR TAX/FEE DETAILS USE TWD/TAX  SAC- 180AS594IWZ8T</p> <p>EXTENDED E-TICKET HISTORY FOR TKT : 1802329590893</p> <p>** 04 ** 24MAR20 1605Z : LIFTED  ORG : 1A AUTH-DBMAINT  COMMENT : LIFT PROCESS  CP S FRM/TO FLIGHT C DATE TIME ST FARE BASIS S I N NVB NVA BAG  1 O JFKICN KE86 E 01MAY20 0050 OK ELE0WRMD E 01MAY21 2PC</p> <p>** 03 ** 23MAR20 0917Z : CHANGE CPN STATUS  ORG : KE IATA-20394076/261805 LOC-KUL AUTH-A0230YSU  EXCHANGED TO : EMD 1804552018481  SAC : 180AS5IBAE0D  1 O JFKICN KE86 E 01MAY20 0050 OK ELE0WRMD E 01MAY21 2PC</p>

## [Additional Entry]

Commission	TMI/FM-10A
Endorsement	TMI/FE-NONENDS. RFND PNTY APPLY-USD200. RISS CHRG APPLY-USD120. NO MILE UG. -BG KE
Tour Code	<p>TMI/FT-*TESTTEST</p> <pre> /\$RFIC-D/O FINANCIAL IMPACT   1. RFISC-997 PAYMENT-TRANSPORTATION CREDIT VOUCHER L 3     OPERATING CC-KE ORIGIN-JFK DEST-ICN       NVA-01MAY21  ADD INF/RKS:  FARE R USD 833.00 EQUIV KRW 999300 EXCH VAL KRW 999300  TX001 O KRW 1100-YQ TX002 O KRW 156000-YR TX003 O KRW 22700-US TX004 O KRW 6800-AY TX005 O KRW 5400-XF  TOTAL KRW 0 FC NYC KE SEL833.00NUC833.00END ROE1.000000 XF JFK4.5 FE *M*NONENDS. RFND PNTY APPLY-USD200. RISS CHRG APPLY-USD120. NO MILE UG. -BG KE FM *AM*10A FO 180-2329590893SEL23MAR20/12345675/180-23295908932E1 FP O/CASH FT *TESTTEST           </pre>

## Ticket Issue Procedure by Utilizing EMD

- Indicate Fare and Tax/Surcharge separately
- Enter 10% discount AUTH code (ORCTFRWFLW) in Tour Code box of the new ticket when reused with issued EMD
- EMD TRAN can be re-issued (reused) and refunded followed by fare rule. For Non-Refundable ticket to be issued, please indicate "NOT FOR REFUND" in EMD remarks.

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EMD-1804550544695 TYPE-S SYS-1A LOC-K9EAIK
INT-I FCI-1 1 POI-SEL DOI-28FEB20 IOI-12345675
PAX- TRAN/EMDMS ADT
RFIC-D FINANCIAL IMPACT
REMARKS-NOT FOR RFND
CPN-1 RFISC-997 KE LAXICN S-O
DESCRIPTION-PAYMENT-TRANSPORTATION CREDIT VOUCHER
PRESENT TO-
PRESENT AT-
SERVICE REMARKS-
FARE R USD 2927.00
EQUIV KRW 3559000
EXCH VAL RFND VAL
TAX-01 O YQ 1100 TAX-02 O YR 158100 TAX-03 O US 23000
TAX-04 O AY 6900 TAX-05 O XF 5500
TOTAL KRW NO ADC
/FC LAX KE SEL2927.00NUC2927.00END ROE1.000000 XF LAX4.5
FO 180-2329590990SEL28FEB20/12345675/180-2329590990
FP O/CA
  
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Category	Detail
Create Booking (Record Locator)	Create new itinerary and EMD service segment
Associate EMD No.	<b>[Example]</b> FHD180-4550699010/S1234 (EMD No. / EMD service segments)
Reissue	Reissue the ticket by utilizing EMD
Tour Code	Indicate 10% discount AUTH code (ORCTFRWFLW)

❖ If you have any questions about EMD, please contact your sales representative.

[END]