

Re-confirmation Process for New and/or Existing Flights

Dear Trade Partner,

We are pleased to announce that Emirates is now offering flights for passengers to 30 cities and resumed transits through its Dubai hub. To ensure a seamless experience for your customers, we will implement a re-confirmation process for new and/or existing flights in the bookings. Below is the outlined procedure and re-confirmation of the flight segments the customers wish to use. This will help us plan our routes/frequencies and manage customers' expectations.

Re-confirmation procedure:

- An SSR element "PLS VRFY IF PAX DEF TRVL AND UPDATE **OSI EK DFNT**" will be updated for all bookings for travel until September 15, 2020
- If your customer wishes to use the booking, please re-confirm this by entering **OSI EK DFNT** in the booking **OR** change status of booking to **RR** latest by **21 days to departure**; otherwise the booking will be cancelled
- If the booking is cancelled, valid tickets may be rebooked/refunded as per the COVID-19 change and refund policy

As our trusted trade partner, you can now manage the reissuing and rebooking of passengers that have opted to 'keep their ticket' under the COVID19 policy. Please ensure you utilize the COVID code when managing ticketing requirements. If you have any questions, please contact [Sales Support](#).

As always, thank you for your continued support.

Emirates USA
