



Date : March 27, 2020

Exchange for Credit Voucher due to COVID-19

Regarding travel advisory due to COVID-19, please be advised the exchange for a credit voucher 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 for future travel without fee since there would be no penalty waiver for normal flight operation.

Applies for tickets issued : On or before March 25, 2020

Issued On : KE 180 Ticket Stock

Applicable to Travel On : Revenue KE International Ticket (KE 180 Ticket Stock)

* Including Non-Refundable ticket

* Including KE marketing/OAL operating Codeshare flights

Date of Impacted Travel : No restriction

Affected Area(s) To/From/Through :

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

Voucher & Condition

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

Category	Detail
Voucher Issue Method	EMD (TRAN)
Ticket Condition	Original ticket must be totally unused
Issuable Amount	Total amount of the original ticket (Fare/Tax/Surcharge)
Applicable Period	Valid for 1 year from EMD issuance date
Applicable Route	All routes departing from the U.S.A
EMD Refund	Refund policy is followed by the fare rule of original ticket. - Non-Refundable ticket → No Refund - Ticket requires refund penalty → Refundable; Apply refund penalty - Ticket has no refund penalty → Refundable; Full amount

- EMD Issue Procedure

EMD Type	TRAN (*)
Reason for Issuance Code/Sub Code	D/997
Issue Purpose	- For Future Transportation EMD-S (Standard-alone) - EMD can be issued exclusively and reissued (reused) and refundable

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

- Precautions when issuing EMD TRAN

- Indicate Fare and Taxes separately
- EMD TRAN can be re-issued (reused) and refunded, so if Non-Refundable ticket to be issued, please indicate "NOT FOR REFUND" in EMD remarks.
- Indicate the waiver AUTH 'ORCTFRWFGA' in Tour Code or Endorsement Box

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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
RFIC-D FINANCIAL IMPACT
REMARKS-NOT FOR RFND
CPN-1  RFISC-997  KE LAXICN  S-0
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 0    YQ      1100    TAX-02 0    YR      158100    TAX-03 0    US      23000
TAX-04 0    AY      6900    TAX-05 0    XF        5500
TOTAL    KRW      NO ADC
/FC LAX KE SEL2927.00NUC2927.00END ROE1.000000 XF LAX4.5
FO 180-2329590990SEL28FEB20/12345675/180-2329590990
FP 0/CA
  
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Waiver AUTH : **ORCTFRWFGA**

❖ If you have any questions about EMD, please contact Amadeus helpdesk.