

ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)

User Guide



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WHAT IS AN ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)?

EMD is an official IATA standard document to facilitate fulfillment of optional/ancillaries services.

This document is used for airlines sales, direct or via travel agencies connected to a Global Distribution System (GDS), but also for services delivery at the airport and revenue collection by airlines revenue accounting system.

EMD works like an e-Ticket (ET): an IATA standard document is issued for the services, a receipt is issued to the customer, and value coupons are stored in an electronic record in airline's system.

There are **two** types of EMD:

1. **EMD-S** (Stand Alone): it is not to be lifted with an E-ticket, may be used independently of an E-ticket.
2. **EMD-A** (Associated to E-ticket): it is lifted with the associated E-ticket.

EMD-A (ASSOCIATED ELECTRONIC MISCELLANEOUS DOCUMENT)

The EMD-A is only issued for a flight associated Additional Service that is booked using the Special Service Requirement (SSR) code ASVC (Additional Service) (SSRASVC) e.g., seats, meals, bags. This will be linked to the specific Electronic Ticket flight coupon in the airline's Electronic Ticket database.

Before trying to issue an EMD make sure that the carrier is a participant on your country for EMD-A documents and the service you are trying to purchase should be processed through an EMD-A or an EMD-S.

In [My.Travelport.com](https://www.travelport.com) you may search for airlines' participation information under the fact sheet. Example search by **EMD xx** (xx – Airline code)

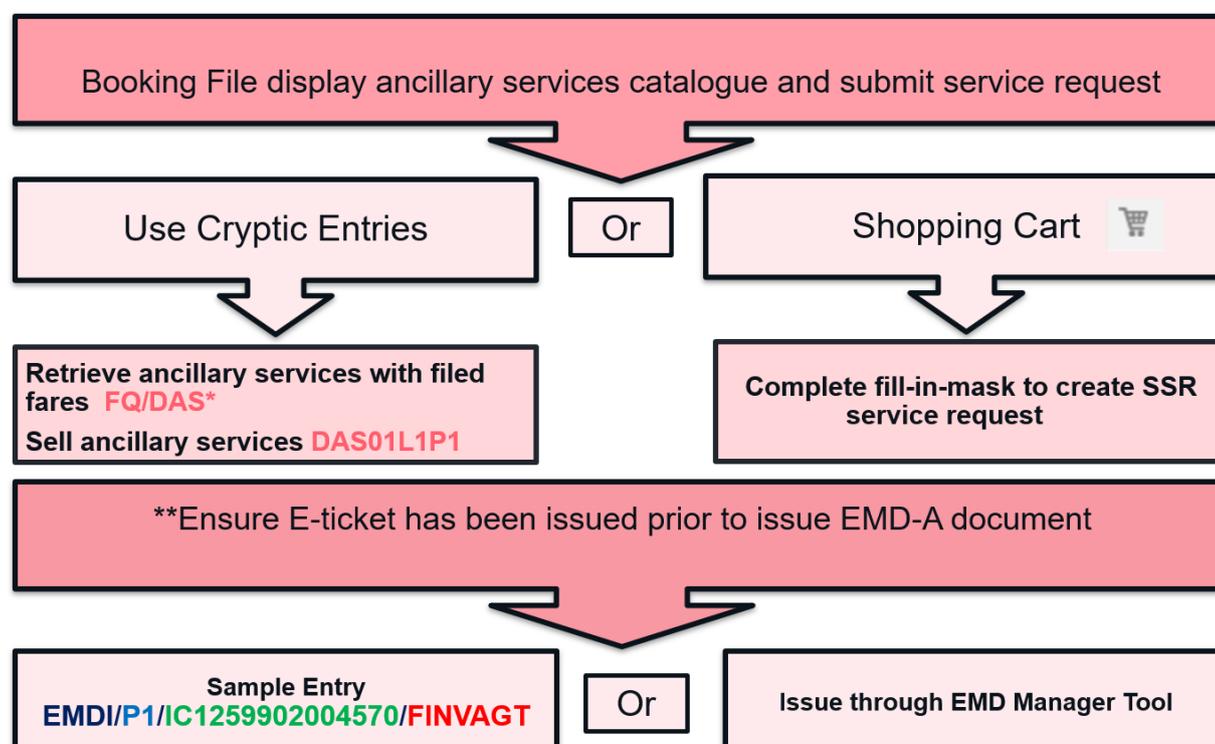
For more information refer knowledge base article **KB0023684** under category 'Electronic Miscellaneous Document (EMD)'



Guidelines for EMD-A issuance

- Must obtain a Booking File contained confirmed flight segment. And e-ticket must have been issued and the flight coupons must be '**OPEN**' status or '**ARPT**' (Airport Control)
- A flight-related service must be sold appear in the Booking File under Special Services Request code, ASVC. The **ASVC SSR** communicates flight-related services.
- When flight associated services are booked, the information will appear in the Booking File within the ***DAS** item.
- EMD can be issued when the SSR ASVC status code is **KD** or **HD**.
- An EMD-A can **ONLY** be issued for one passenger name at a time.
- If a passenger requires multiple services (SSR ASVC) for a single flight segment, such as checked baggage, internet access and a meal, you must issue separate EMD-A number for each additional service.

EMD-A Workflow





How to add ancillary services and issue EMD-A?

There are 2 ways of displaying the Ancillary Services Catalogue in a booking.

Method 1 - Add ancillary services by **Cryptic Format**

STEP 1 – Display ancillary services catalogue.

Entry	Description
FQ/DAS*	Displays all ancillary services with filed fares
FQ/DASO;	Displays all ancillary services without filed fares. (In Smartpoint require add ; character)
DAS*L1;	To view details of line 1 from DAS display (In Smartpoint required add ; character)
DAS*;	Redisplay list of available ancillary services (In Smartpoint required add ; character)

Sample of fare quote with filed fares and DAS display

```

BKD:ECOPRO
ADDITIONAL BRANDS INFO VIEW
>FQCAY/DAS*
  PSGR          FARE          TAXES          TOTAL PSG DES
FQG 1          HKD          13040          280          13320 ADT
  GUARANTEED AT TIME OF TICKETING
GRAND TOTAL INCLUDING TAXES ***** HKD 13320
  **ADDITIONAL FEES MAY APPLY**SEE >FO.
  ADT          LAST DATE TO PURCHASE TICKET: 16NOV17
  ADT          FARE HAS A PLATING CARRIER RESTRICTION
  ADT          E-TKT REQUIRED
BAGGAGE ALLOWANCE
ADT
AY HKGHEL 2PC
  BAG 1 - NO FEE          UPT050LB/23KG AND UPT062LI/158LCM
  BAG 2 - NO FEE          UPT050LB/23KG AND UPT062LI/158LCM
MYTRIPANDMORE.COM/BAGGAGEDETAILED.SAY.BAGG

CARRY ON ALLOWANCE
AY HKGHEL 1PC
  BAG 1 - NO FEE          CARRYON HAND BAGGAGE ALLOWANCE

BAGGAGE DISCOUNTS MAY APPLY BASED ON FREQUENT FLYER STATUS/
ONLINE CHECKIN/FORM OF PAYMENT/MILITARY/ETC.

ADDITIONAL SVC          FOR DETAIL >DAS*L1 
LN  VEN DESCRIPTION          PTC          AMNT CUR SEG  F
1  AY  PRE PAID BAGGAGE          ADT          494 HKD 01
2  AY  UNACCOMPANIED TRVL UNESCORTED  ADT          988 HKD 01
3  AY  SEAT ASSIGNMENT          ADT          BOOK THRU SEAT MAP

-- INFORMATIONAL SERVICE LISTING --
-- AY  PRIORITY BOARDING          ADT          0 HKD 01
-- AY  PRIORITY BAGGAGE          ADT          0 HKD 01
-- AY  PRIORITY CHECK IN BOARDING BAG  ADT          0 HKD 01
<Display Rules>

```



```

BKD:ECOPRO
ADDITIONAL BRANDS INFO VIEW
>FQCAY/DAS*
  PSGR          FARE          TAXES          TOTAL PSG DES
FQG 1          HKD          13040          280          13320 ADT
  GUARANTEED AT TIME OF TICKETING
GRAND TOTAL INCLUDING TAXES ****          HKD          13320
  **ADDITIONAL FEES MAY APPLY**SEE >FO.
  ADT          LAST DATE TO PURCHASE TICKET: 16NOV17
  ADT          FARE HAS A PLATING CARRIER RESTRICTION
  ADT          E-TKT REQUIRED
BAGGAGE ALLOWANCE
ADT
AY HKGHEL 2PC
  BAG 1 - NO FEE          UPT050LB/23KG AND UPT062LI/158LCM
  BAG 2 - NO FEE          UPT050LB/23KG AND UPT062LI/158LCM
  MYTRIPANDMORE.COM/BAGGAGEDetailsAY.BAGG

CARRY ON ALLOWANCE
AY HKGHEL 1PC
  BAG 1 - NO FEE          CARRYON HAND BAGGAGE ALLOWANCE

BAGGAGE DISCOUNTS MAY APPLY BASED ON FREQUENT FLYER STATUS/
ONLINE CHECKIN/FORM OF PAYMENT/MILITARY/ETC.

ADDITIONAL SVC          FOR DETAIL >DAS*L.
LN  VEN  DESCRIPTION          PTC          AMNT  CUR  SEG  F
1  AY  PRE PAID BAGGAGE          ADT          494  HKD  01
2  AY  UNACCOMPANIED TRVL UNESCORTED  ADT          988  HKD  01
3  AY  SEAT ASSIGNMENT          ADT          BOOK THRU SEAT MAP

-- INFORMATIONAL SERVICE LISTING --
-- AY  PRIORITY BOARDING          ADT          0  HKD  01
-- AY  PRIORITY BAGGAGE          ADT          0  HKD  01
-- AY  PRIORITY CHECK IN BOARDING BAG  ADT          0  HKD  01
«Display Rules»

```

STEP 2 - Sell ancillary service.

Use TAB key tab to **DAS*L.**, enter '1;' to request PRE-PAID BAGGAGE. (i.e., DAS*L-1;)

>DAS01L1P1 **DAS0** – Sell,
1L1 Quantity (1) of service from line 1
P1 relate to Pax 1

System return response:
* AY PRE PAID BAGGAGE REQUESTED

Then input receive field and END booking, ancillary service line can be found under ***SI** item.

**For selling UMNR ancillary service include text follow with sell entry

>DAS01L1P1*TX-UM10



Method 2 - Add ancillary services in Smartpoint

1/ Click 'Shopping cart' icon to find out ancillary services provided from airline.

*ALL *P *TD *VL *SI *PI *RU

 Shop for Ancillary Services

8J167G/61 HKGNH C339614 AG 13305213 19JAN
1.1LAU/MARWITZMS
1. AY 100 Y 16NOV HKGHEL HK1 0045 0525 O* E TH

FONE-HKGT*GALILEO TRAVEL-3068 9892-MARWITZ
TKTG-T*

2/ Select the ancillaries service and input the quantity related to segment select.

Ancillary Services

Passenger: MARWITZMS LAU Filter: All Include View-Only Services

Frequent Flyer number may affect pricing, add numbers prior to selecting ancillaries.

MARWITZMS LAU - Frequent Flyer 1 HKG>HEL
494

<input checked="" type="checkbox"/> PRE PAID BAGGAGE AY 494 HKD	<input type="text" value="1"/>	494
<input type="checkbox"/> UNACCOMPANIED TRVL UNESCORTED AY 988 HKD	<input type="text" value="0"/>	
<input type="checkbox"/> SEAT ASSIGNMENT AY 700 HKD	<input type="text" value="0"/>	

SSR Free Text

APPROXIMATE TOTAL 494 HKD EMD

Prices are approximate. Verify prices at Review. **REVIEW** CANCEL

Note: Click on "Pencil icon [SSR Free Text]" if required adding text upon request specific ancillaries' service.

3/ Click on 'REVIEW' to view Summary.

Ancillary Services

Summary

Ancillaries	Total	Status	1 HKG>HEL
MARWITZMS LAU			
PRE PAID BAGGAGE - AY 494 HKD	1 Selected		494 HKD
SUBTOTAL	494 HKD		

MARWITZMS LAU
PRE PAID BAGGAGE - AY SSR PDBG AY*

*Airline may need free flow remarks for selected ancillaries. Please add the missing remarks for selected ancillaries.

ANGILLARY TOTAL 494 HKD EMD

APPLY MODIFY CANCEL

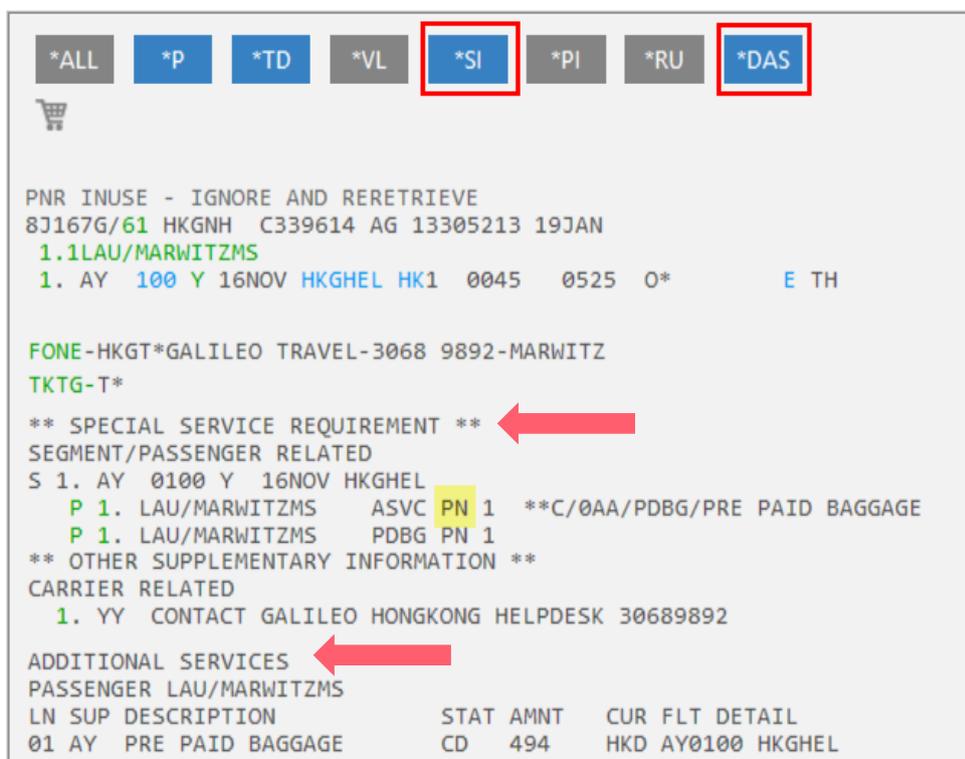


4/ Click on “APPLY” if proceed confirm adding this service in booking.

System return response:



5/ After ancillary services are added in a booking, user may click ***DAS** or ***SI** to view details.



Status code show under *SI

Status Code	Description
PN	Pending for confirmation from airline
KD	Confirmed status. Proceed to issue EMD
KK	Replied with confirm status. No further action is required
NO/UC	Request has been refused by airline. Cancel and contact airline helpdesk for assistance

Note: **KD** status code replied with confirmed status and eligible to proceed issuance of EMD. Once EMD document has been issued, the status code will change to **HI**.



STEP 3 - Issue EMD-A document by Cryptic Entry

*****Most of the time E-ticket number requires in connection upon EMD issuance.***

If fail to input ticket number, system response with:

ERB-EMD-A REQUIRES IN CONNECTION WITH TICKET NUMBER

>EMDI/P1/IC1059902004576/Z0/FINVAGT

System return response:

EMD GENERATED	TOTAL	494	
1059991083819		494	LAU/MARWITZMS
TAB AND ENTER TO REDISPLAY PNR >*8J167G.			

EMD-S (STANDALONE ELECTRONIC MISCELLANEOUS DOCUMENT)

The EMD-S is standalone and may reference the ticket without having a strong link to it. Airlines will specify which type of document they require for payment of a fee. As a rule, EMD-S is used for service fees (e.g., change fee or group deposit). These non-flight related services will be added in Passenger Name Record (PNR) / Booking File (BF) as an SVC segment.

In My.Travelport.com you may search for airlines' participation information under the fact sheet. Example search by **EMD xx** (xx – Airline code)

For more information refer knowledge base article **KB0023684** under category 'Electronic Miscellaneous Document (EMD)'

Guidelines for EMD-S issuance

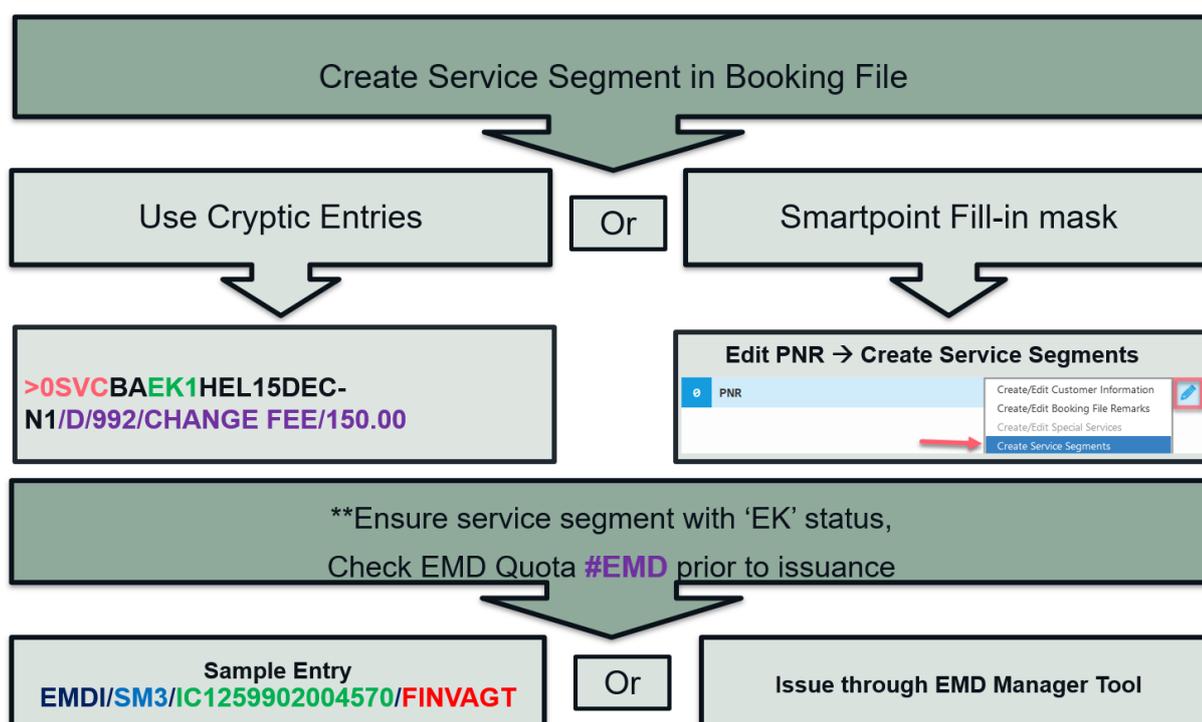
- Before you can issue a Standalone EMD, you must first have a completed Booking File.
- An e-ticket must have been issued, unless the booking is for a group deposit.
- You must also add a request for the additional service via a manual SVC segment or fill-in-format within the itinerary.
- When adding a manual SVC segment, a Reason for Issuance Code (RFIC) and a Reason for Issuance Sub Code (RFISC) are required. Each airline can choose which code to use, and each airline may have different requirements. Refer each airlines' fact sheet from



My.Travelport.com

- An EMD-S can only be issued for one passenger name at a time. Where an EMD-S is required for more than one passenger, a separate EMD issue entry must be made for each passenger.
- The EMD issue entry automatically picks up the original Form of Payment within the Booking File. However, you can override it using an issue entry modifier.

EMD-S Workflow



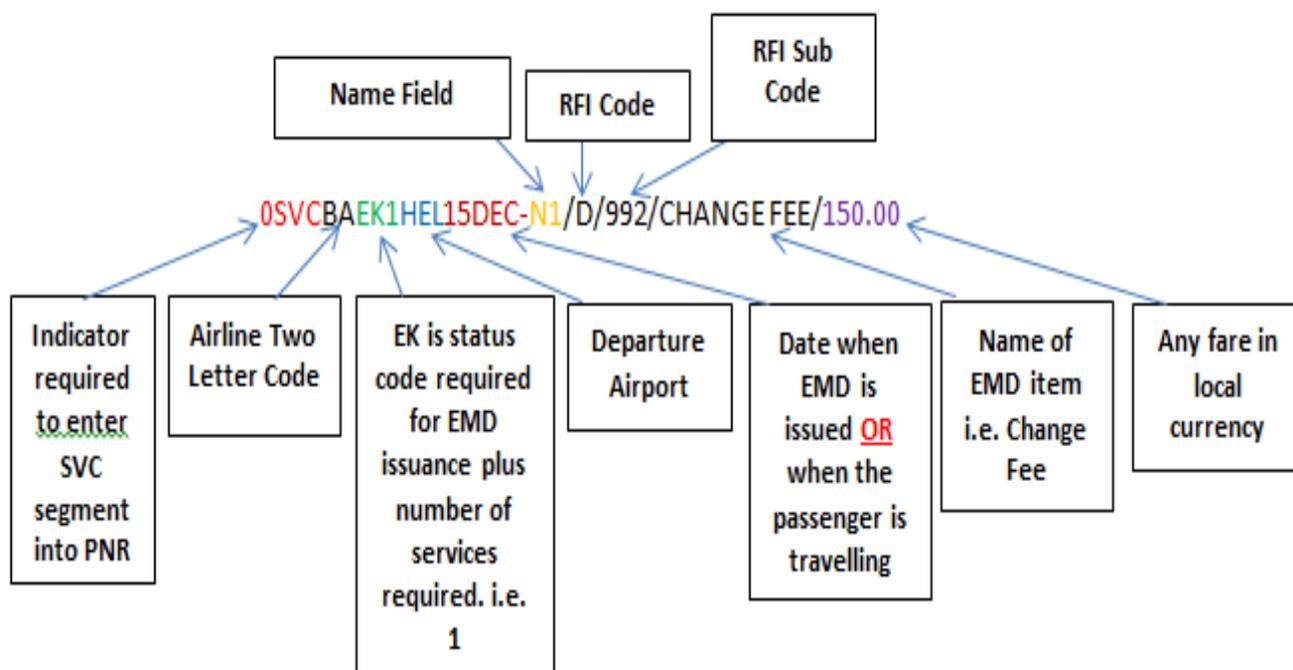
How to create service segment and issue EMD-S? (e.g., Change Fee)

There are **2 ways** to create a Service Segment in booking file.

Method 1 - Create service segment by **Cryptic Format**

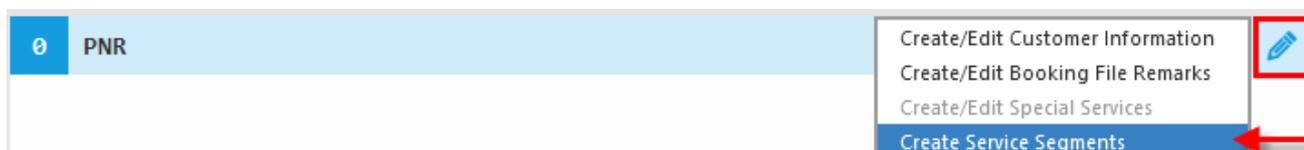
STEP 1 – Manual entry to add service segment.

>0SVCBAEK1HEL15DEC-N1/D/992/CHANGE FEE/150.00



Method 2 – Use **fill-in-format** in Smartpoint

In Smartpoint under PNR Viewer window, select **Edit PNR** icon.



Note: For **RFIC (Reason for issuance code)** & **RFISC (Reason for issuance sub code)** can be seen and choose from Reason Code drop down list. Only reason codes applicable to the selected airline are being shown.

1. The Service Segments dialog box is displayed. The following example shows the Service Segment for a rebooking fee.



Create Service Segments [X]

Service segments are created for items such as change fees, penalty fees, lounge access etc.

Passenger:
MARWITZMS LAU

Include basic information for documentation purposes. You can select a segment or manually input the airline, date, and city codes.

Segment:
2 - UA 869 Q 16MAR SFOHKG

-or-

Airline: [dropdown] Date: [DDMMM] Departure City Code: [dropdown] Arrival City Code: [dropdown]

Reason Codes:
D - 993 Rebooking Fee Intl

Reason Code Description Override: [D - 993] [Rebooking Fee Intl]

Fee:
2000

[SUBMIT] [CLOSE]

2. Click the **Passenger** arrow to select *All Passengers* or the name of an individual passenger for whom the service charge applies.
3. Indicate the air segment associated to the service:
 - If an air segment is listed, click the **Segment** to select the applicable air segment. Only segments that support EMD-S are displayed.
 - If an air segment is not listed, enter the **Airline** code, **Date**, and **Departure City Code** for the air segment. You can also optionally enter an **Arrival City Code**.

If the selected airline does not participate in EMD-S for your location, a warning is returned.

EM airline does not offer stand alone services.

4. Click the **Reason Code** arrow to select a reason for the service. Note that only reason codes applicable to the selected location and airline are available.
5. *Optional.* To change or add to the description for the reason code, click in the text box for **Reason Code Description Override** and enter your customized text. **Some airlines may require specific description information.**
6. In **Fee**, enter the amount of the fee or charge associated to the service segment. If *All Passengers* is selected in Step 3, the same fee amount is charged for each passenger.
7. Click **SUBMIT**.

If the Service Segment request is successful, a confirmation is displayed at the top of the Smart Panel.

Service creation successful: MARWITZMS LAU D - 993 Rebooking Fee Intl



The Service (SVC) Segment is added to the PNR/Booking File.

```

1.1TRAVELLER/SMART 2.1TRAVELLER/JOAN
1. SVC BA EK1 GVA LHR 17MAY-D/997/DEPOSITS DOWN PAYMENTS/NM-1TRAV
  ELLER/SMART//25.00/AUD
2. BA 741 Y 17MAY GVALHR HS2 0710 0750 0 E WE
3. BA 724 Y 23MAY LHRGVA HS2 0650 0925 0 E TU

```

9. Repeat Steps 3 through 8 to create Service Segments for each applicable service.
10. When all Service segments are created for all passengers, click **CLOSE** to exit the Service Segments dialog box.

****Ensure add received and end transact before issue EMD-S e.g. >R.P+ER**

Sample of booking file with service segment created.

```

QTV0SA/42 HKGNH C440425 AG 13305213 07MAR
1.1CHOW/EMILY
1. BA 28 V 01DEC HKGLHR HK1 2345 #0500 0* E MO
2. BA 6036 V 02DEC LHRHEL HK1 0730 1225 0* E TU
  OPERATED BY FINNAIR
3. SVC BA EK1 HEL 15DEC-D/992/CHANGE FEE/NM-1CHOW/EMILY//150/HKD
4. BA 799 V 15DEC HELLHR HK1 1710 1820 0* E MO
5. BA 27 V 15DEC LHRHKG HK1 2100 #1645 0* E MO

```

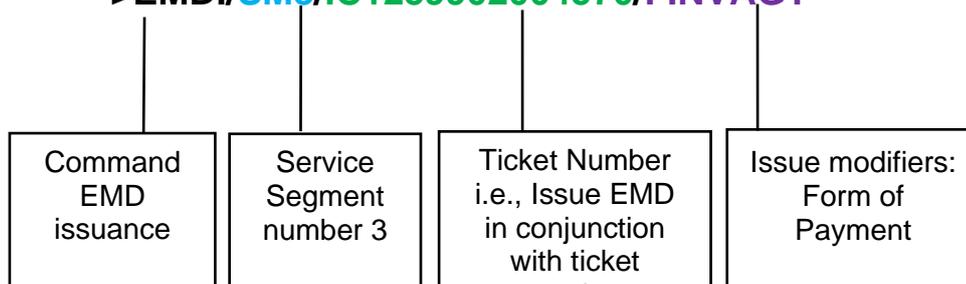
**A new status code 'EK' indicated whereas EMD-S document is ready for issuance.

STEP 2 - Cryptic Entry for EMD issuance

- i) Input entry **#EMD** (A plug-in tool to view EMD quota)
 - ***EMD Quota screen pop up***
- ii) Input EMD-S issuance entry with required modifiers within dialog box
- iii) Click 'SUBMIT' to proceed

EMD issuance command:

>EMDI/SM3/IC1259902004570/FINVAGT





Sample: - EMD Quota alert box, indicate 10 BA EMD left.

TRAVELPORT EMD (1.2)

Quota: { BA : 10 }

EMD COMMAND: EMDI/SM3/IC1259902004570/FINVAGT

REFRESH SUBMIT CLOSE

After clicking '**SUBMIT**', EMD quota will be deducted and auto refreshed to show the remaining EMD quota.

TRAVELPORT EMD (1.2)

Quota: { BA : 9 }

Note: The quota is low. Please contact airline for more quota.

EMD COMMAND: EMDI/SM3/IC1259902004570/FINVAGT

EMD Success.

REFRESH SUBMIT CLOSE

System return response: **EMD Success** which indicates EMD document issued successfully.

Click '**CLOSE**' to return to the booking file.

```
QTV0SA/42 HKGNH C440425 AG 13305213 07MAR
  1.1CHOW/EMILY
  1. BA 28 V 01DEC HKGLHR HK1 2345 #0500 0* E MO
  2. BA 6036 V 02DEC LHRHEL HK1 0730 1225 0* E TU
      OPERATED BY FINNAIR
  3. SVC BA HI1 HKG 15DEC-D/992/CHANGE FEE/NM-CHOW/EMILY/1259992057078C1/150/HKD
  4. BA 799 V 15DEC HELLHR HK1 1710 1820 0* E MO
  5. BA 27 V 15DEC LHRHKG HK1 2100 #1645 0* E MO

** ELECTRONIC MISC DOCUMENT LIST ** >EMDL.
```

Once an EMD-S has been issued the status will change from **EK to **HI**

Note:

Depending on each carrier requirement, you may enter EMD number manually in OSI field.

SI.BA*1259992057078 ISSD FOR REBOOKING FEE



Issue Modifiers for EMDI entry

The following is the list of the issue modifiers that you may input with the EMDI entry when issuing the EMD. These issue modifiers in the EMDI entry allow the input of data for the issuance of the EMD with additional information.

- Commission
- Form of payment (override the form of payment stored in the PNR/BF)
- Endorsement
- Related ticket number (or issued in connection with ticket number)
- Print Support Documents

Note: The default for the EMDI entry does not print any support documents. The print support documents modifier/option must be included in the EMDI entry for the applicable support document(s) to print.

Multiple issue modifiers may be used in the EMDI entry by using the "/" separator.

Modifier	Code	Example
Commission	Z ZA	Z7 (percent) ZA15 (amount)
Form of Payment	F	FCK
Endorsement	ER	ERNON- REFUNDABLE
Print support documents to itinerary/invoice printer (use with document code selection)	PI-	PI-R
Print support documents to plain paper printer (use with document code selection)	PP-	PP-C
E-Mail customer receipt	PE-	PE-R
Document Code Selection	C R	Credit card charge form Customer receipt
Related Ticket Number	IC	IC9991234567890
Even Exchange	EXE	EXE9990987654321



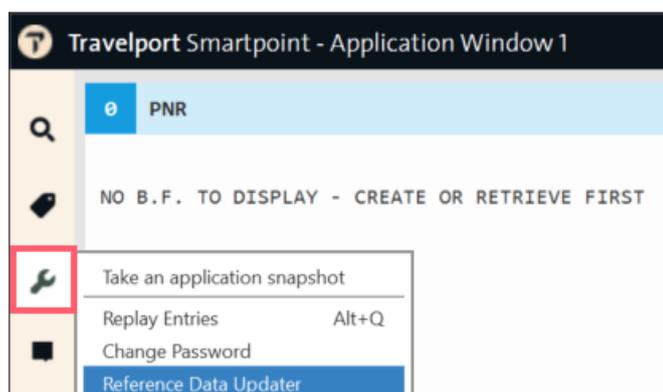
EMD MANAGER

Overview

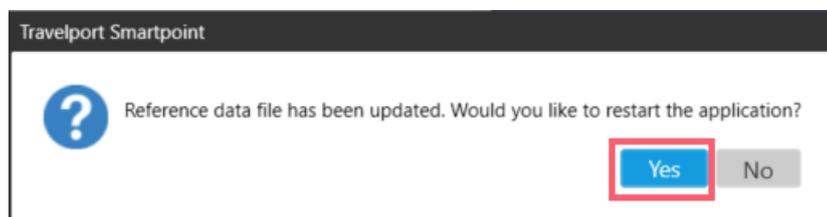
- ❑ As EMDs are becoming more widely adopted globally, this tool assist EMD issuance without using cryptic entries.
- ❑ The reference data table contains EMD issuance, voiding and refunds information provided by the airlines. You must keep the reference data current for EMD Manager to work properly.
- ❑ EMD Manager support with 3 types of Form of Payment: Cash, Cheque and Credit Cards.

How to update Reference Data in Smartpoint?

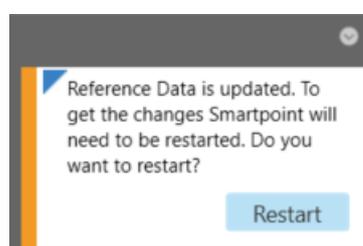
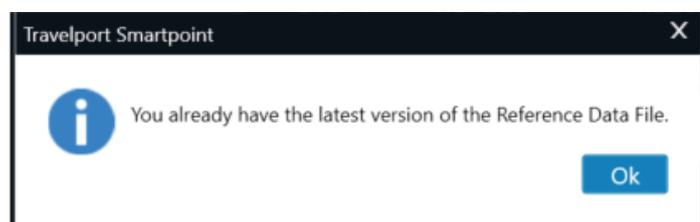
Click 'Tool' icon from navigation menu and choose 'Reference Data Updater' option.



System pops up with message like this, ensure answer with 'Yes' to proceed. Restart Smartpoint and complete downloading reference data.

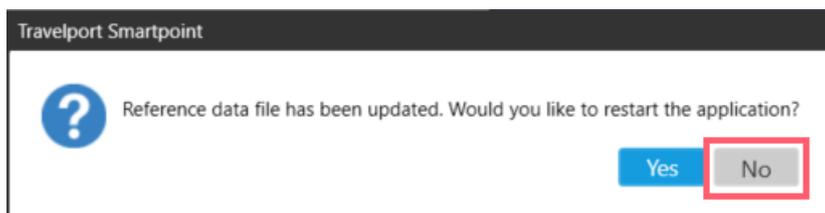


Note: You may not require restarting Smartpoint when system pops up with this response. As you already got the latest reference data update.





If you do not require to restart Smartpoint please answer with 'No', continue working in Smartpoint.

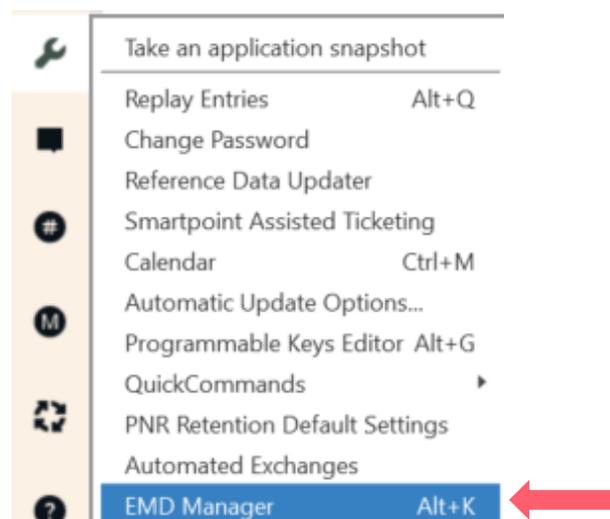


Launch EMD Manager

There are **2** ways to launch EMD Manager.

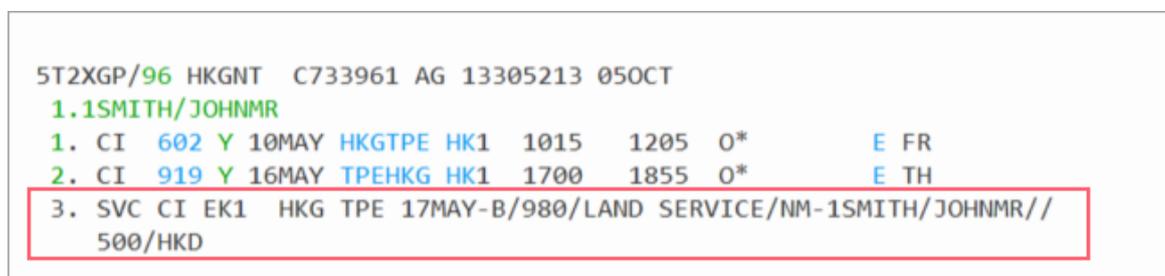
1/ Select 'Tool' icon from navigation menu and choose "EMD Manager" option

2/ Press quick command **Alt + K**



Using EMD Manager to issue EMD-S

Step 1: Create service segment via manual entry or fill-in-format.



***Refer How to create service segment and issue EMD-S section for more information*



Step 2: Launch EMD Manager

Note: Form of Payment field box show 'None Specified'. Click on 'Edit Payment Method' to update Form of Payment.

Step 3: Choose the drop-down list to select Form of Payment. Then click 'SUBMIT' button to proceed.

Note:

- System automatically picks up the original Form of Payment within the booking. And you may override it if required.
- EMD Manager only accept 3 types of form of payment: Cash, Check/Cheque and Credit Card.
- Other than the above form of payment type e.g., Invoice Agent issue EMD by manual entry.



Step 4: Finally click 'Issue' button.

EMD Manager

Record Locator: 5T2XGP

SERVICES REVIEW

Services Requiring EMDs
Review the services, and edit details and payment methods as required. Select the services you are ready to issue EMDs for, and then click "Issue".
 Select All Show fulfilled services

Johnmr Smith
No associated EMD(s)

SMITH/JOHNMR
SVC Segment 3 - CI - TPEHKG - **LAND SERVICE (1)**
Form of Payment: Credit Card AX 370000000000028/D1226
Ticket: CI 2979904834848-SMITH/JOHNMR
Endorsement: None
500 HKD

Print Email

Sample: - A successful response returned underneath the EMD Manager screen

EMD Manager

EMD Creation Successful for LAND SERVICE - SMITH/JOHNMR

Record Locator: 5T2XGP

SERVICES REVIEW

Services Requiring EMDs
Review the services, and edit details and payment methods as required. Select the services you are ready to issue EMDs for, and then click "Issue".
 Select All Show fulfilled services

Johnmr Smith
No services to display.

Print Email



EMD Manager Other Options

Services tab allow edit services – Click on “Pencil icon” to add on other modifiers before EMD issuance.

The image displays two screenshots of the EMD Manager interface. The left screenshot shows the 'SERVICES' tab with a list of services for 'Johnmr Smith'. A pencil icon is highlighted next to the selected service. The right screenshot shows the 'Edit Details' form with red callouts A, B, C, and D pointing to the Ticket, Endorsement, Tax Code and Amount, and Commission fields respectively.

A. Ticket: Select the relevant e-ticket number from the drop-down menu, or check the bottom left if applicable to all service segments.

Apply to all SVC segments

B. Endorsement: You can fill in the Endorsement content specified by the airline, please remember not to put a slash / in this field.

C. Tax Code and Amount: If there are taxes that can be placed in these fields, if there are more than 3 taxes, click [Show More+](#) below to display more taxes fields can be entered.

D. Commission: The first field has a drop-down menu to select Amount or Percentage



Using EMD Manager to issue EMD-A

Step 1: Sell ancillary service segment via manual entry or Shopping cart in Smartpoint.

The screenshot shows a flight booking system interface. At the top, there are buttons for various services: *ALL, *P, *TD, *FF, *VL, *VR, *SI (highlighted with a red box), *RU, and *DAS (highlighted with a green box). Below the buttons, there is a shopping cart icon and flight details: 5T36RV/96 HKGNT C733961 AG 13305213 05OCT. The flight segments are listed as follows:

- 1. ROBERSON/JULIA MS
- 1. AF 1581 G 28NOV LHRCDG HK1 1130 1350 0* E TU
- 2. AF 1780 G 02DEC CDGLHR HK1 1315 1345 0* E SA

Below the flight details, there is a section for special service requirements, highlighted with a red box:

*** SPECIAL SERVICE REQUIREMENT ***
SEGMENT/PASSENGER RELATED
S 1. AF 1581 G 28NOV LHRCDG
P 1. ROBERSON/JULIA MS ABAG KK 1
P 1. ROBERSON/JULIA MS ASVC KD 1 **C/0CC/ABAG/1ST ADDITIONAL BAG/A
S 2. AF 1780 G 02DEC CDGLHR
P 1. ROBERSON/JULIA MS ABAG KK 1
P 1. ROBERSON/JULIA MS ASVC KD 1 **C/0CC/ABAG/1ST ADDITIONAL BAG/A

Below the special service requirements, there is a section for other supplementary information, highlighted with a green box:

*** OTHER SUPPLEMENTARY INFORMATION ***
CARRIER RELATED
1. YY CONTACT GALILEO HONGKONG HELPDESK 3008 2152
2. YY THIS IS A TESTING PNR

At the bottom, there is a section for additional services, also highlighted with a green box:

ADDITIONAL SERVICES
PASSENGER ROBERSON/JULIA MS
LN SUP DESCRIPTION STAT AMNT CUR FLT DETAIL
01 AF 1ST ADDITIONAL BAG CD 392 HKD AF1581 LHRCDG
02 AF 1ST ADDITIONAL BAG CD 392 HKD AF1780 CDGLHR

***Refer How to add ancillary service and issue EMD-A section for more information*

Step 2: Launch EMD Manager

The screenshot shows the EMD Manager interface. At the top, there is a record locator: 5T36RV. Below that, there are tabs for SERVICES and REVIEW. The main section is titled "Services Requiring EMDs" and contains the following text:

Review the services, and edit details and payment methods as required. Select the services you are ready to issue EMDs for, and then click "Issue".

Select All Show fulfilled services

Ms Julia Roberson

No associated EMD(s)

ROBERSON/JULIA MS
ASVC SSR - AF 1581 - LHRCDG - 1ST ADDITIONAL BAG (1)
Form of Payment: None Specified
Ticket: AF 0579904834849-ROBERSON/JULIA MS
Endorsement: None
392 HKD

No associated EMD(s)

ROBERSON/JULIA MS
ASVC SSR - AF 1780 - CDGLHR - 1ST ADDITIONAL BAG (1)
Form of Payment: None Specified
Ticket: AF 0579904834849-ROBERSON/JULIA MS
Endorsement: None
392 HKD

At the bottom, there are buttons for Print, Email, Options, Issue, Edit Payment Method (highlighted with a red box), and CLOSE.

Note: Form of Payment field box show 'None Specified'. Click on 'Edit Payment Method' to update Form of Payment.



Step 3: Choose the drop-down list to select Form of Payment. Then click 'Submit' button to proceed.

Form of Payment

Enter payment information for your selections for the applicable airlines.

Form of Payment: *

Cash

AIRLINE **AF**

SPECIAL SERVICES **784** HKD

SUBMIT CANCEL

Step 4: Finally click 'Issue' button.

EMD Manager

Record Locator: **5T36RV**

SERVICES REVIEW

Services Requiring EMDs

Review the services, and edit details and payment methods as required. Select the services you are ready to issue EMDs for, and then click "Issue".

Select All **i** Show fulfilled services

Ms Julia Roberson

No associated EMD(s)

ROBERSON/JULIA MS
ASVC SSR - AF 1581 - LHRC DG - **1ST ADDITIONAL BAG (1)**
Form of Payment: Cash
Ticket: AF 0579904834849-ROBERSON/JULIA MS
Endorsement: None
392 HKD

No associated EMD(s)

ROBERSON/JULIA MS
ASVC SSR - AF 1780 - CDGLHR - **1ST ADDITIONAL BAG (1)**
Form of Payment: Cash
Ticket: AF 0579904834849-ROBERSON/JULIA MS
Endorsement: None
392 HKD

Print Email [Options](#) **Issue** Edit Payment Method

CLOSE



Sample: - A successful response returned underneath the EMD Manager screen

EMD Manager ✕

✔ EMD Creation Successful for 1ST ADDITIONAL BAG - ROBERSON/JULIA MS

✔ EMD Creation Successful for 1ST ADDITIONAL BAG - ROBERSON/JULIA MS

Record Locator: **5T36RV** i

SERVICES REVIEW

Services Requiring EMDs

Review the services, and edit details and payment methods as required. Select the services you are ready to issue EMDs for, and then click "Issue".

Select All i Show fulfilled services

Ms Julia Roberson

No services to display.

Print Email [Options](#)



EMD Manager – Print/Email Options

Step 1: Insert an email address with MT field in Booking File or fill-in-format and end transaction.
e.g., MT.MARWITZ.LAU@TRAVELPORT.COM

*ALL *P *TD *FF *VL *VR *SI *EM
*HTI *HTE *RU *DAS

MP9JTG/61 HKGNH C339614 AG 13305213 06NOV
1.1LAU/MARWITZMS
1. AF 83 Q 11MAR SFOCDG HK1 1515 #1110 0* E TH/FR
2. AF 84 Q 18MAR CDGSFO HK1 1020 1405 0* E TH

** FILED FARE DATA EXISTS ** >*FF
** VENDOR LOCATOR DATA EXISTS ** >*VL
** VENDOR REMARKS DATA EXISTS ** >*VR
** SERVICE INFORMATION EXISTS ** >*SI
** TINS REMARKS EXIST ** >*HTI
*** CUSTOM CHECK RULES EXISTS *** >*RU
** ELECTRONIC DATA EXISTS ** >*HTE

EMAIL ADDRESS AND COMMENTS
TO- 1. MARWITZ.LAU@TRAVELPORT.COM

Step 2: Launch EMD Manager and press 'Options' link.

EMD Manager

Record Locator: MP9JTG

SERVICES REVIEW

Services Requiring EMDs
Review the services, and edit details and payment methods as required. Select the services you are ready to issue EMDs for, and then click "Issue".

Select All Show fulfilled services

Marwitzms Lau

No associated EMD(s)

LAU/MARWITZMS
ASVC SSR - AF 83 - SFOCDG - 1ST ADDITIONAL BAG
Form of Payment: Cash
Ticket: AF 0579903673199-LAU/MARWITZMS
Endorsement: None
466 HKD

No associated EMD(s)

LAU/MARWITZMS
ASVC SSR - AF 84 - CDGSFO - 1ST ADDITIONAL BAG
Form of Payment: Cash
Ticket: AF 0579903673199-LAU/MARWITZMS
Endorsement: None
466 HKD

Print Email **Options** Issue Edit Payment Method

CLOSE



Step 3: Under Email and Print Options the receiver email address auto populated here. Choose options for documents to print. Then click 'OK' and go back to EMD Manager screen.

Email and Print Options

When emailing, send receipt to...

MARWITZ.LAU@TRAVELPORT.COM

When printing, print to...

Plain Paper

Itinerary/Invoice Printer

Both

Documents to print...

EMD Receipt

Credit Card charge form

Both

OK **CANCEL**

Step 4: Finally click 'Issue' button to proceed EMD issuance. The EMD receipt will be sent out accordingly.

EMD Manager

Record Locator: **MP9JTG**

SERVICES **REVIEW**

Services Requiring EMDs

Review the services, and edit details and payment methods as required. Select the services you are ready to issue EMDs for, and then click "Issue".

Select All Show fulfilled services

Marwitzms Lau

No associated EMD(s)

LAU/MARWITZMS
ASVC SSR - AF 83 - SFOCDG - **1ST ADDITIONAL BAG**
Form of Payment: Cash
Ticket: AF 0579903673199-LAU/MARWITZMS
Endorsement: None
466 HKD

No associated EMD(s)

LAU/MARWITZMS
ASVC SSR - AF 84 - CDGSFO - **1ST ADDITIONAL BAG**
Form of Payment: Cash
Ticket: AF 0579903673199-LAU/MARWITZMS
Endorsement: None
466 HKD

Print Email **Options** **Issue** Edit Payment Method

CLOSE



Sample of Email Customer Receipt

Additional Services/Fees Receipt - MARWITZ MS LAU - 28-Aug-2020



emd-admin-do-not-reply@travelport.com
To Lau Yuk Fung, Marwitz

Additional Services/Fees Receipt

LAU/MARWITZ MS

28-Aug-2020

GALILEO US SALES MKTG

ROSEMONT US

Document Number(s)
160 9991162011

Reservation Reference: 1G/VGZGD6 CX/QMQDCO CX

Additional Services Information

Document Number: 160 9991162011

A: Air transportation/SEAT ASSIGNMENT USD 53.00
10-Feb-2021 Present To: CATHAY PACIFIC AIRWAYS CX0615
Board: Hong Kong/HKG
Destination: Bangkok/BKK
Associated Ticket Number: 1609903930008

A: Air transportation/SEAT ASSIGNMENT USD 53.00

Points to note

- Must insert email address in booking file and end PNR prior to issuance of EMD. The selection drop-down list will not appear if no email address being added.

Email and Print Options

When emailing, send receipt to...

No email address in the PNR

When printing, print to...

Plain Paper
 Itinerary/Invoice Printer
 Both

Documents to print...

EMD Receipt
 Credit Card charge form
 Both

OK CANCEL

- As EMD manager supports only 3 types of form of payment: Cash, Cheque and Credit Card. Other than the above form of payment type e.g., Invoice Agent issue EMD by manual entry.



DISPLAY ISSUED EMD INFORMATION IN A PNR

*ALL *P *TD *FF *VL *VR *SI *HTI *HTE *RU **EMDL**

5T2XGP/96 HKGNT C733961 AG 13305213 05OCT
 1. SMITH/JOHNMR
 1. CI 602 Y 10MAY HKGTPE HK1 1015 1205 0* E FR
 2. CI 919 Y 16MAY TPEHKG HK1 1700 1855 0* E TH
 3. SVC CI **HI1** HKG TPE 17MAY-B/980/LAND SERVICE/NM-1SMITH/JOHNMR/2
 979991214568C1/500/HKD

EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
 1. CI 2979991214568
 SMITH/JOHNMR
 I 05OCT23 082812 Z
 ***** END OF LIST *****

Note: Service segment status changed from EK to HI

- Click EMDL button or interactive green color font 'EMDL' to access EMD Document List
- Click item '1' from EMDL list brings into EMD Summary screen.

CPN	RFISC	DESCRIPTION	VALUE	DATE	STATUS
1	B-980	LAND SERVICE	HKD 500		OPEN
EMD DOCUMENT TOTAL:			HKD 500		

>EMD DETAIL DISPLAY
 >EMD HISTORY DISPLAY
 >EMD VOID
 >EMD REFUND

Or use cryptic entry >EMDD1 to retrieve.

The EMD summary is a display of issued EMD document including:

- EMD number
- Passenger's name
- Related assigned coding show under RFISC column
- Status of coupon

And this EMD summary display also provide tab options for other processes such as:

Tab to EMD DETAIL DISPLAY
 Tab to EMD HISTORY DISPLAY
 Tab to EMD VOID
 Tab to EMD REFUND

View EMD Details
 View EMD History
 Type 'V' to void EMD
 Type 'F' to process Refund



- Click interactive green color font 'EMD DETAIL DISPLAY' to view details.

```
1 EMD DETAIL DISPLAY .
2979991214568 SMITH/JOHNMR 5T2XGP/1G/79E4 13305213
***** EMD 2979991214568 COUPON 1 DETAILS *****
RFI: B-980 LAND SERVICE
DATE OF SERVICE: QUANTITY OF SERVICES/FEEES: 1
CPN AMT CPN STATUS ESAC
HKD 500 OPEN FOR USE
PRESENT TO: CHINA AIRLINES
PRESENT AT: HONG KONG/HKG
ROUTING-HKG/TPE
***** EMD DOCUMENT DETAILS *****
EMD FARE DATA
BASE: HKD 500
EQUIV:
TOTAL: HKD 500
FOP: CCAXXXXXXXXXXX0028 EXPXXXX M1234 AMT:500
NAME: SMITH/JOHNMR
GDS PNR: 1G/5T2XGP
CARRIER PNR: 1A/6Z60V3
AGENCY: 79E4 TICKETING AGT ID:61 IATA NBR:13305213
NAME/PLACE OF ISSUE: TRAVELPORT HK TRAININ
DATE OF ISSUE:05OCT23
RELATED TO TKT: 2979904834848
>EMD REDISPLAY SUMMARY .
>EMD HISTORY DISPLAY .
>EMD VOID ..
>EMD REFUND ..
```

- Click interactive green color font 'EMD HISTORY DISPLAY' to view history.

```
1 EMD HISTORY DISPLAY .
2979991214568 SMITH/JOHNMR /79E4 13305213
CPN RFISC DESCRIPTION STATUS SAC
1 B-980
05OCT23 0828Z 1G/79E4/C7 OPEN
```



DISPLAY ISSUED EMD INFORMATION VIA EMD MANAGER

Press Alt + K or search EMD Manager under Tool icon from navigation menu.

*ALL *P *TD *FF *VL *VR *SI *HTI *HTE *RU *DAS **EMDL**

5T36RV/96 HKGNT C733961 AG 13305213 05OCT
1.1ROBERSON/JULIA MS
1. AF 1581 G 28NOV LHRCDG HK1 1130 1350 0* E TU
2. AF 1780 G 02DEC CDGLHR HK1 1315 1345 0* E SA

TKT: 057 9904 834849 NAME: ROBERSON/JULIA MS
ISSUED: 05OCT23 FOP:CASH
PSEUDO: 79E4 PLATING CARRIER: AF ISO: HK IATA: 13305213
USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
OPEN AF 1581 G 28NOV LHRCDG 1130 OK GL500BST 1
NVB28NOV NVA28NOV 1PC
OPEN AF 1780 G 02DEC CDGLHR 1315 OK GL500BST 2
NVB02DEC NVA02DEC 1PC

FARE GBP 87.00 TAX 123GB TAX 220UB TAX 660XT
TOTAL HKD 1833
EQUIV HKD 830

LON AF PAR 54.63 AF LON 54.63 NUC109.26END ROE0.796
223 XT 146FR10I21304112QX360YQ19YR
RLOC 1G 5T36RV 1A 6Z153K
ASSOCIATED DOCUMENTS
TKT: 0579904834849 EMD: 0579991214547
TKT CPN: 1 EMD CPN: 1
TKT: 0579904834849 EMD: 0579991214547
TKT CPN: 2 EMD CPN: 2

EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
1. AF 0579991214547
ROBERSON/JULIA MS
I 05OCT23 064730 Z
***** END OF LIST *****

Click 'REVIEW' button to access.

EMD Manager

Record Locator: 5T36RV

SERVICES **REVIEW**

Services Requiring EMDs
Review the services, and edit details and payment methods as required. Select the services you are ready to issue EMDs for, and then click "Issue".

Select All Show fulfilled services

Ms Julia Roberson
No services to display.

Print Email Options



Click on 'Details' button to view full content.

The screenshot shows the 'EMD Manager' window with the record locator '5T36RV'. It features a 'REVIEW' tab and a section for 'All Issued EMDs'. Under the name 'Ms Julia Roberson', an EMD-A document with number 0579991214547 and a value of 784 HKD is displayed. The document details include 'AF LHR>CDG 1ST ADDITIONAL BAG OPEN FOR USE' and 'AF CDG>LHR 1ST ADDITIONAL BAG OPEN FOR USE'. A 'Details' button is highlighted with a red box, and a 'CLOSE' button is at the bottom right.

Sample of issued EMD-A document.

The screenshot shows the 'EMD Manager' window with the record locator '5T36RV' and the 'REVIEW' tab. It displays 'Viewing EMD-A 0579991214547' for 'ROBERSON/JULIA MS'. A table with columns 'Cpn', 'RFISC', 'Description', 'Value', 'Date', and 'Status' is shown, with the 'Status' column highlighted in green. Below the table, 'Document Details' are listed, including 'ASSOCIATED TO TKT: 057 9904834849', 'FARE CALC INDICATOR: 0', 'LON AF PAR392 AF LON392HKD784END', 'BASE: HKD 784', 'EQUIV:', 'TOTAL: HKD 784', 'FOP: CA', 'GDS PNR: 1G/5T36RV', 'CARRIER PNR: 1A/6Z153K', and 'AGENCY: 79E4 TICKETING AGT ID:61 IATA NBR:13305213'. At the bottom, the 'EMD TOTAL' is shown as '784 HKD', with 'Void' and 'Refund' buttons, and a 'CLOSE' button at the very bottom.

Cpn	RFISC	Description	Value	Date	Status
1	C-0CC	1ST ADDITI...			OPEN FOR USE
2	C-0CC	1ST ADDITI...			OPEN FOR USE



EMD HISTORY RETRIEVAL BY ENTRY

Entry: **EMDH1** (Electronic Miscellaneous Data History – Item 1) to view EMD history

```

2 EMDH1
>EMDH1
EMD HISTORY
 2979991214568 - SMITH/JOHNMR
                PTC/ADT

**ISSUE ENTRY**
AGENT EMDI/SM3/IC29799904834848/FAXXXXXXXXXXXXX0028*DXXXX*A1234
**ISSUE DATA**
ISSUED 05OCT23 082812 Z 1G/79E4/61
ISSUING RECORD LOCATOR 1G-5T2XGP
RFIC SURFACE TRANSPORTATION
FOP CCAXXXXXXXXXXXXX0028 EXPXXX M1234-HKD500
AMT HKD500
COMMISSION AMT
FCMI 1 - SVC MANUAL
ENDORSEMENT
TOUR CODE
CPN REMARK
RELATED TKT 29799904834848
**SUPPORT DOCUMENTS**
**REQUEST SUPPORT DOCUMENTS**
>EMDH2979991214568/RD*

```

Details of the printed and e-mailed documents will be added to the EMD History (EMDH) under the REQUEST SUPPORT DOCUMENTS heading. EMD Support Documents are available for *approximately 13 months*.

Tab to here and press enter after [EMDH2979991214568/RD*](#) or click on this interactive link.

```

**REQUEST SUPPORT DOCUMENTS**
2979991214568 DELIVERY METHOD

>EMD CHARGE FORM      . . .
>EMD AUDIT/AGENT      . . .
>EMD CUSTOMER RECEIPT .PI

```

Tab to the prompt for the document you want to print or display and add one of the following inputs:

Format	Description
PP	Print the EMD support document to the plain paper printer
PI	Print the EMD support document to the itinerary invoice printer
PE PE _n (n is replaced with e-mail item number)	Email the Additional Services/Fees Receipt support document to the same e-mail address that the original support document was sent to (only for the EMD CUSTOMER RECEIPT). Note: You cannot change the e-mail address or add a new one.
DI	Display the EMD support document to the screen



Sample of EMD Customer Receipt by inputting "PI"

EMD CUSTOMER RECEIPT	PAGE NO. 1
	RLOC: 1G-5T2XGP
	VLOC: CI-6Z6OV3
FOR: SMITH/JOHNMR	
EMD NUMBER: 297 9991214568	05OCT2023
ISSUED BY: GALILEO HK CLASSROOM A HONGKONG HK	
	IN CONNECTION WITH: 2979904834848
EMD NUMBER: 297 9991214568	
CPN 1 B: SURFACE TRANSPORTATION / LAND SERVICE HKD	500
17MAY24 CHINA AIRLINES	
HONG KONG/HKG TO TAIPEI/TPE	
OPERATED BY: CHINA AIRLINES	
	EMD BASE HKD 500
	EMD TOTAL HKD 500
FORM OF PAYMENT CREDIT CARD AXXXXXXXXXXXX0028	
WHERE THIS DOCUMENT IS USED FOR TRANSPORTATION OR SERVICES OTHER THAN PASSENGER AIR TRANSPORTATION SPECIFIC TERMS AND CONDITIONS MAY APPLY. THESE TERMS AND CONDITIONS MAY BE PROVIDED SEPARATELY OR MAY BE OBTAINED FROM THE ISSUING COMPANY OR AGENT.	

Sample of EMD Audit/Agent on screen by inputting "DI"

```
1 EMDH2979991214568/RD*
**REQUEST SUPPORT DOCUMENTS**
2979991214568 DELIVERY METHOD
>EMD CHARGE FORM ...
>EMD AUDIT/AGENT  ·DI|
>EMD CUSTOMER RECEIPT ...
>
```

```
1 EMD AUDIT/AGENT ·DI
ISSUE DATE/05OCT23 AUDIT/AGENT 1 OF 1 ELECTRONIC
CHINA AIRLINES 7733/ 79E4/61 HK MISCELLANEOUS
GALILEO HK CLASSROOM A/HONGKONG DOCUMENT
13305213 5T2XGP/1G
SMITH/JOHNMR

RELATED TKT 2979904834848
**** SERVICES **** RFIC-B
EMD NUMBER 297 9991214568
CI HKGTPE 17MAY / 980 / LAND SERVICE
FCI1 NOT VALID FOR TRAVEL
HKD 500
HKD 500

297 9991214568
```



TINS REPORT

Retrieve TINS Report >HMPR

TRAVELPORT HK TRAINING	TINS REPORT	05 OCT 23			
CURRENCY CODE HKD	IATA NUMBER 13305213				
A/L TKT/STOCK NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
			*FEES		
297E9904834848	SMITH/JOHNMR	5500	893	3.00	FS
057E9904834849	ROBERSON/JULIA M	830	1003	3.00	FS
057D9991214547	ROBERSON/JULIA M	784	0	0.00	FS

- Refer example EMD number 0579991214547 with 'D' indicator represent EMD document.

VOID EMD DOCUMENT

Just like an electronic ticket, you have the choice of voiding an EMD and be reminded EMD can only be voided on the same date of issuance.

There are 4 Ways to perform EMD Voiding

- Method 1: Under EMD Summary, tab to EMD VOID and input 'V' and press Enter.

0169991163909	LAU/MARWITZMS	5J4RP6/1G/79E4	13305213
CPN RFISC	DESCRIPTION	VALUE	DATE STATUS
1 D-993	REBOOKING FEE INTL	HKD 2000	17MAR21 USED
	EMD DOCUMENT TOTAL:	HKD 2000	
>EMD DETAIL DISPLAY	.		
>EMD VOID	.V		
>EMD REFUND	..		

- Method 2: Click interactive green color font 'EMD VOID' to proceed.

1	EMDD1
0169991163909	LAU/MARWITZMS 5J4RP6/1G/79E4 13305213
CPN RFISC	DESCRIPTION VALUE DATE STATUS
1 D-993	REBOOKING FEE INTL HKD 2000 17MAR21 USED
	EMD DOCUMENT TOTAL: HKD 2000
>EMD DETAIL DISPLAY	.
>EMD HISTORY DISPLAY	.
>EMD VOID	← ..

- Method 3: Use cryptic entry >EMDV0169991163909

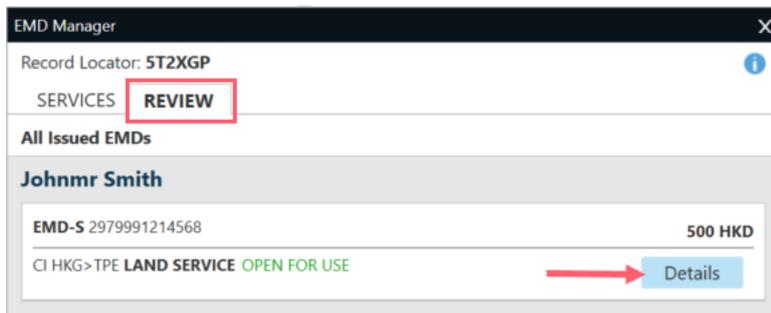
Response:

EMD 0169991163909 VOIDED - SAC 7730039603349

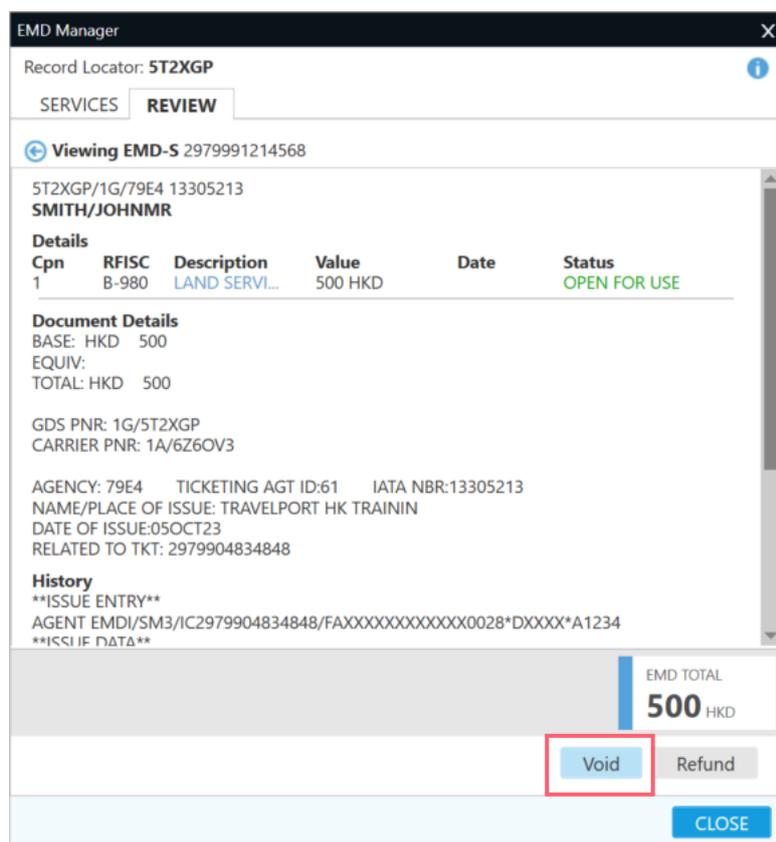


- Method 4: Void via EMD Manager

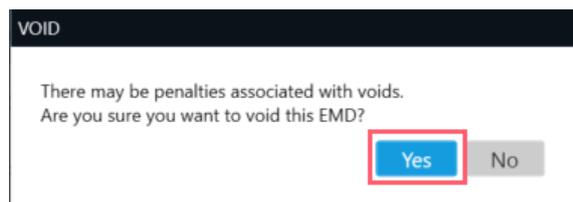
1/ Launch EMD Manager → Choose REVIEW tab



2/ Then click 'Details' to open. Choose 'Void' button to proceed.



3/ Answer 'Yes to confirm





Sample: - A successful response with VOIDED SACT code returned underneath the EMD Manager screen.

The screenshot shows the EMD Manager interface. At the top, a green banner displays a checkmark and the text "EMD 2979991214568 VOIDED - SAC 297NHRPUVTEJS". Below this, the record locator "5T2XGP" is shown. The interface has tabs for "SERVICES" and "REVIEW". The main content area is titled "Viewing EMD-S 2979991214568" and contains the following details:

5T2XGP/1G/79E4 13305213
SMITH/JOHNMR

Cpn	RFISC	Description	Value	Date	Status
1	B-980	LAND SERVL...	500 HKD		VOID

Document Details
BASE: HKD 500
EQUIV:
TOTAL: HKD 500

GDS PNR: 1G/5T2XGP
CARRIER PNR: 1A/6Z6OV3

AGENCY: 79E4 TICKETING AGT ID:61 IATA NBR:13305213
NAME/PLACE OF ISSUE: TRAVELPORT HK TRAININ
DATE OF ISSUE:05OCT23
RELATED TO TKT: 2979904834848

History
ISSUF ENTRY

EMD TOTAL
500 HKD

Buttons: Void, Refund, CLOSE

- TINS Report shows EMD document being voided.

1 HMPR					
TRAVELPORT HK TRAINING	TINS REPORT 05 OCT 23				
CURRENCY CODE HKD	IATA NUMBER 13305213				
A/L TKT/STOCK NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
*FEES					
297E9904834848	SMITH/JOHNMR	5500	893	3.00	FS
057E9904834849	ROBERSON/JULIA M	830	1003	3.00	FS
057D9991214547	ROBERSON/JULIA M	784	0	0.00	FS
297D9991214568	SMITH/JOHNMR	VOID 05OCT			

- EMDL list show document with VOID status

```
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
1. CI 2979991214568
SMITH/JOHNMR
    I 05OCT23 090749 Z
    V 05OCT23 090749 Z SAC - 297NHRPUVTEJS ←
***** END OF LIST *****
```



- EMD Manager show EMD-S voided including history details.

EMD Manager

Record Locator: 5T2XGP

SERVICES REVIEW

All Issued EMDs

Johnmr Smith

EMD-S 2979991214568	500 HKD
CI HKG>TPE LAND SERVICE VOID	Details

EMD Manager

Record Locator: 5T2XGP

SERVICES REVIEW

Viewing EMD-S 2979991214568

5T2XGP/1G/79E4 13305213
SMITH/JOHNMR

Cpn	RFISC	Description	Value	Date	Status
1	B-980	LAND SERVI...	500 HKD		VOID

Document Details
BASE: HKD 500
EQUIV:
TOTAL: HKD 500

GDS PNR: 1G/5T2XGP
CARRIER PNR: 1A/6Z6OV3

AGENCY: 79E4 TICKETING AGT ID:61 IATA NBR:13305213
NAME/PLACE OF ISSUE: TRAVELPORT HK TRAININ
DATE OF ISSUE:05OCT23
RELATED TO TKT: 2979904834848

History
ISSUE ENTRY
AGENT EMDI/SM3/IC2979904834848/FAXXXXXXXXXXXXX0028*DXXXX*A1234
ISSUE DATE

EMD TOTAL
500 HKD

Void Refund

[CLOSE](#)



Void EMD-A document and cancellation procedure for ancillary services

STEP 1 - Void the EMD document

**Refer Void EMD document section

Points to Note

- EMD document must be voided on same day.
- Remember to cancel related paid services once EMD-A document has been voided.

STEP 2 – Cancel paid ancillary services (SSR code) from *SI

```

*ALL *P *TD *FF *VL *VR *SI *HTI *HTE *RU *DAS
EMDL
5T36RV/96 HKGNT C733961 AG 13305213 05OCT
1.1ROBERSON/JULIA MS
1. AF 1581 G 28NOV LHRC DG HK1 1130 1350 0* E TU
2. AF 1780 G 02DEC CDGLHR HK1 1315 1345 0* E SA

*** SPECIAL SERVICE REQUIREMENT ***
SEGMENT/PASSENGER RELATED
S 1. AF 1581 G 28NOV LHRC DG
P 1. ROBERSON/JULIA MS ABAG KK 1
P 1. ROBERSON/JULIA MS ASVC HI 1 **C/0CC/ABAG/1ST ADDITIONAL BAG/
A/0579991214547C1
P 1. ROBERSON/JULIA MS TKNE HK 1 0579904834849C1
S 2. AF 1780 G 02DEC CDGLHR
P 1. ROBERSON/JULIA MS ABAG KK 1
P 1. ROBERSON/JULIA MS ASVC HI 1 **C/0CC/ABAG/1ST ADDITIONAL BAG/
A/0579991214547C2
P 1. ROBERSON/JULIA MS TKNE HK 1 0579904834849C2
*** OTHER SUPPLEMENTARY INFORMATION ***
CARRIER RELATED
1. YY CONTACT GALILEO HONGKONG HELPDESK 3008 2152
2. YY THIS IS A TESTING PNR

```

Refer above example:

Cancel all ABAG SSRs

SI.ABAG@

System return response:

PAID SERVICE CANCELLED - VERIFY EMD

Note:

- ASVC SSR code will automatically cancel once EMD document has been voided.
- For paid seat service use entry **S.@** Cancel all seats for all segments
S.S1@ Cancel seats for Segment 1 only



E-TICKET TO EMD EXCHANGES

Effective from 4th May, 2021

Users will be allowed to exchange an agency issued E-ticket to an EMD(s) for same value for future travel. This enhancement supports exchanges of **wholly unused** E-ticket towards a transportation credit voucher.

Overview

During the current COVID-19 pandemic, this new functionality enables airlines to allow passengers who decide not to travel, to cancel their bookings and apply the funds via exchange of their Electronic ticket (Eticket) to an Electronic Miscellaneous Document (EMD) for use on a future travel booking.

To support this capability, the Travelport+ system will be enhanced to allow exchanges of an Agency issued E-ticket to an EMD for a Transportation Credit Voucher of that same value for a future travel booking. This functionality will be available to Travelport+ users in BSP countries.

The pilot carriers for this enhancement are British Airways (BA), Air France (AF), KLM (KL) and Air Mauritius (MK). The functionality can be extended to other carriers as per request.

The EMD voucher generated from exchange of E-ticket can be utilized for payment towards an E-ticket For future travel.

Note: Refer Product Advisory **PA-3933** E-ticket to Electronic Miscellaneous Document (EMD) Exchange

E-ticket to EMD Exchange Process

The EMD-S document being generated from exchange will result in a Reason for Issuance Code (RFIC), Reason for Issuance Sub Code (RFISC) and Reason for Issuance Description (RFID) as one of the listed below:

- Transportation Credit Voucher (D/98B)
- Residual value (D/99I)
- Unspecified Transportation (D/98C)
- Non-Refundable Amount (D/99E)
- Any other special codes as requested by carrier

The EMD voucher generated in exchange for an E-ticket can be refunded if the functionality is supported by the carrier. Voiding the exchange is currently not supported through Travelport and will be available with a future enhancement.



E-Ticket Document Display

The E-ticket can be displayed only by the Travel agency who originally issued the E-ticket or from a branch office that has an agreement with the original issuing location. User must ensure the E-ticket is wholly unutilized and the coupon(s) are in 'OPEN' status.

E-ticket display request:

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
```

```
1-IR +  
>*TE/1233898399394
```

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
```

```
1-*TE/123389839 +  
>  
«Back to Electronic Ticket List»  
TKT: 123 3898 399394 NAME: EXAMPLE/ONE  
  
ISSUED: 22MAR21 FOP:CASH  
PSEUDO: 0ABC PLATING CARRIER: XX ISO: GB IATA: 99999999  
USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN  
OPEN XX 902 Y 21JUN LHRFRA 0705 OK YV3R 1  
1PC  
OPEN XX 8731 Y 28JUN FRALCY 0700 OK YV3Y 2  
1PC  
  
FARE GBP 905.00 TAX 13.00GB TAX 16.79UB TAX 44.20XT  
TOTAL GBP 978.99  
XX ONLY  
  
LON XX FRA Q14.97 588.97 XX LON Q14.97 613.48 NUC12  
32.39END ROE0.734332 XT 8.80DE11.400Y24.00RA  
RLOC 1G 004ZZB QSR8T8
```

New Modifier for Exchange of an E-ticket to an EMD(S) document

The new identifier 'D' in current EMDI (EMD Issuance) entry will support the E-ticket to EMD exchanges.

>**EMDI/EXED**<cccccccccccc>/**Px**

EMDI	= EMD Issuance Action Code
EXE	= Exchange Identifier
D	= Additional identifier to indicate ET to EMD Exchange
<cccccccccccc>	= E-ticket number – 13 digits
Px	= Selected passenger if require (optional)



Sample of EMD-S

```
1 EMDI/EXED0579903656160
EMD GENERATED TOTAL 1947.05
0579999056522 1947.05 WHITTAKER/OSCAR
TAB AND ENTER TO REDISPLAY PNR >*007KC9*
>|
```

An EMD was issued for the full amount of the unused ticket. A prompt enables you to re-display the booking file.

Exchange E-ticket to an EMD(S) document with new optional 'RFISC' modifier

>EMDI/EXED<cccnnnnnnnnnn>/RFISC-<aaa>

- EMDI** = EMD Issuance Action Code
- EXE** = Exchange Identifier
- D** = Additional identifier to indicate ET to EMD Exchange
- <cccnnnnnnnnnn> = E-ticket number – 13 digits
- / = Mandatory Separator
- RFISC** = Optional identifier to override default Reason For Issuance Sub Code
- = Mandatory separator
- <aaa> = 3-character alpha numeric Sub Code

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

```
1-*R +
>EMDI/EXED1233898399394/RFISC-98B
```



Exchange E-ticket to an EMD(S) document with 'RFISC' and 'RFID' modifiers being combined

>**EMDI/EXED**<cccccccccccc>/**RFID**-<text> OR

>**EMDI/EXED**<cccccccccccc>/**RFISC**-<aaa>/**RFID**-<text>

- EMDI** = EMD Issuance Action Code
- EXE** = Exchange Identifier
- D** = Additional identifier to indicate ET to EMD Exchange
- <cccccccccccc> = E-ticket number – 13 digits
- / = Mandatory Separator
- RFISC** = Optional identifier to override default Reason For Issuance Sub Code
- = Mandatory separator
- <aaa> = 3-character alpha numeric Sub Code
- / = Mandatory Separator
- RFID** = Optional identifier to override default Reason For Issuance Description
- = Mandatory separator
- <text> = Text description minimum 1 and maximum 30 character (Alpha including Space)

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

```
1-*R +  
>EMDI/EXED1233898399394/RFID-TRANSPORT CREDIT
```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

```
1-*R +  
>EMDI/EXED1233898399394/RFISC-98B/RFID-TRANSPORT CREDIT
```



Requirements to process E-Ticket to EMD Exchanges

- ✓ Ensure the E-ticket is wholly unutilized, and the coupon(s) are in 'OPEN' status.
- ✓ Once process Ticket Exchange to EMD-S, it CANNOT void.

The screenshot shows the Galileo interface for PNR 007KC9/WHITTAKER. A red box highlights the 'EMDL' button in the menu. A red arrow points from this button to a text box that says 'A SVC segment will be automatically created'. The interface also displays flight details and an EMD document list.

CPN	RFISC	DESCRIPTION	VALUE	DATE	STATUS
1	D-CDE	TRANSPORTATION CREDIT	CAD 1947.05		OPEN
EMD DOCUMENT TOTAL:			CAD	NOADC	

The close-up shows the top line of the EMD document list: 0579999056522 WHITTAKER/OSCAR 007KC9/1G/8TM6 67168813. A text box explains that this line displays the EMD document number, the recipient, the record locator, the GDS (Galileo), the pseudo city code, and the IATA number.

CPN	RFISC	DESCRIPTION	VALUE	DATE	STATUS
1	D-CDE	TRANSPORTATION CREDIT	CAD 1947.05		OPEN
EMD DOCUMENT TOTAL:			CAD	NOADC	

Note: The EMD voucher generated in exchange of an E-ticket can be refunded if the functionality is supported by the carrier.



EMD TO E-TICKET EXCHANGE

Overview

When travelers have their itineraries cancelled and the airline provides credit to be applied to a voucher/EMD, that the customer may exchange to E-ticket in the future.

With this enhancement, Travelport Galileo users in BSP countries will have the capability to exchange an airline issued Standalone EMD(S) credit voucher for a new E-ticket.

The whole value of the EMD document will be applied towards the E-ticket. If the entire EMD value is not used during the ticket exchange, the balance will be ignored with a warning message to the user to proceed or ignore the transaction.

The pilot carriers for this enhancement are British Airways (BA) and KLM (KL), and can be extended to other carriers as per request.

Note: Refer Product Advisory **PA-3874** Electronic Miscellaneous Document (EMD) to E-Ticket Exchange

EMD to E-ticket Exchange Functionalities

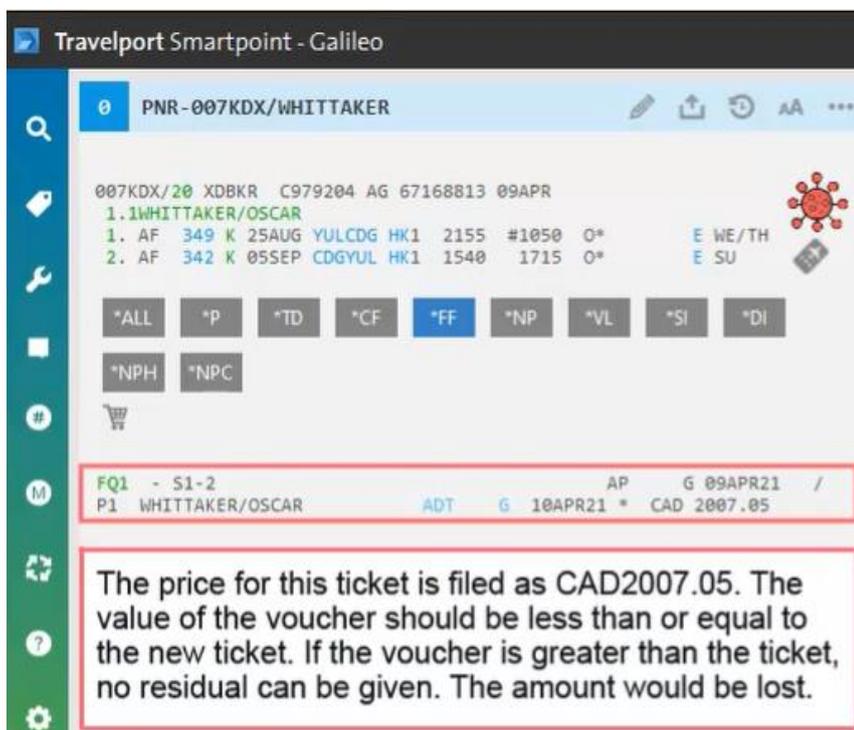
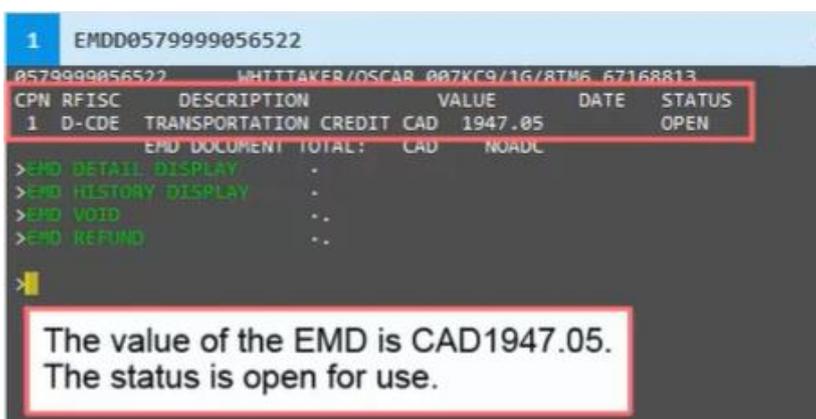
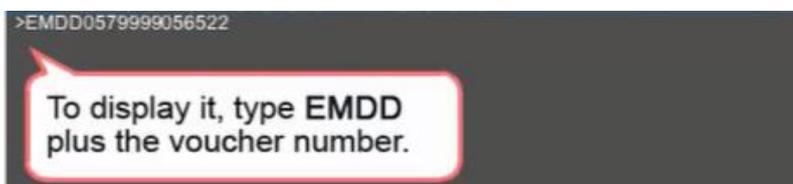
- New identifier 'D' in the **TKPFEX** (exchange) entry will allow the travel agent to complete an EMD-S to an E-ticket exchange.
- The validating carrier numeric code must be the same on both the exchange EMD-S document number and on the new e-ticket number that is being issued.
- Also, the currency of the airline issued EMD, must match the currency that the itinerary to be exchanged is priced in. If different, an error message will be returned.
- EMD-S Voucher amount will first be applied to sum of all payable taxes.
- If the EMD-S value cannot cover for all payable taxes, then the system will calculate the paid and unpaid.
 - (new) taxes along with ADC on base fare.
 - New E-ticket generated as a result of exchange will be included in TINS report.
 - New optional identifiers Paid Taxes (TP:) and New Taxes (TN:) and corresponding data field tax amount and tax code will be added to MIR A07 section for integration with back-office systems.
 - Support documents will be generated in line with current exchange functionality along with BSP reporting.
- The current enhancement will be limited to BSP countries during ticketing (TKP) exchanges only and does not include issue later functionality (TMU).



EMD to E-ticket Exchange Process

Step 1: Validate the EMD transportation credit voucher.

Entry: **EMDD**(Doc. No.)





Step 2: Apply EMD value to perform ticket exchange.

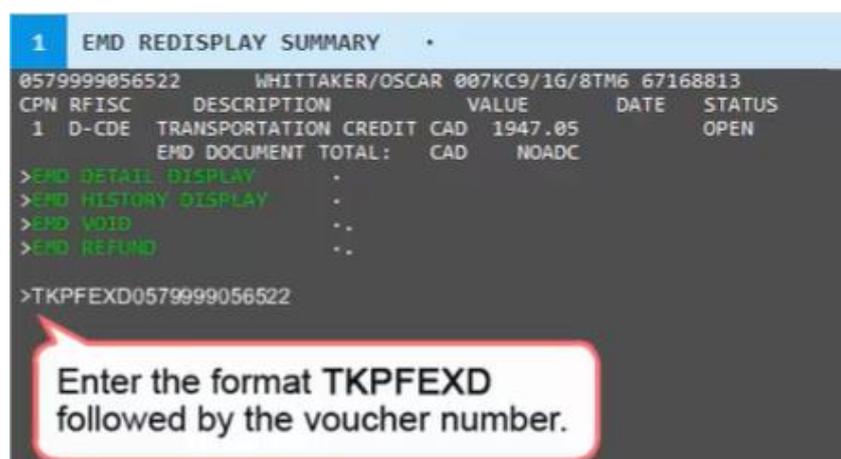
Entry: **TKPFEXD**<cccnnnnnnnn>

TKP = Ticketing Action Code

FEX = Exchange Identifier

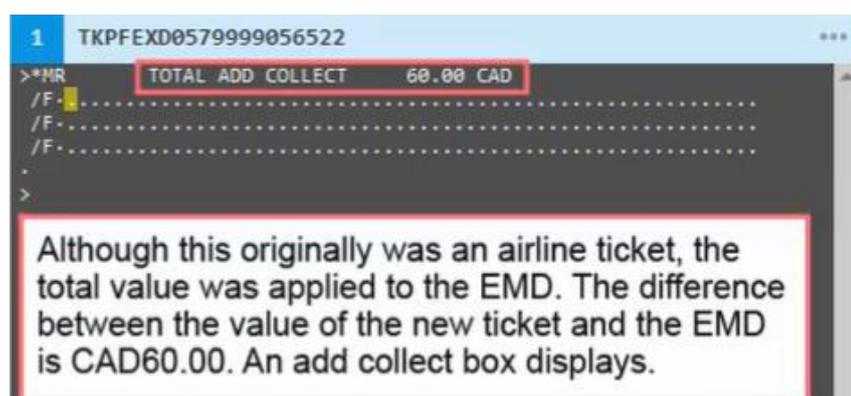
D = Additional identifier to indicate EMD to ET Exchange

<cccnnnnnnnn> = Airline issued EMD number – 13 digits

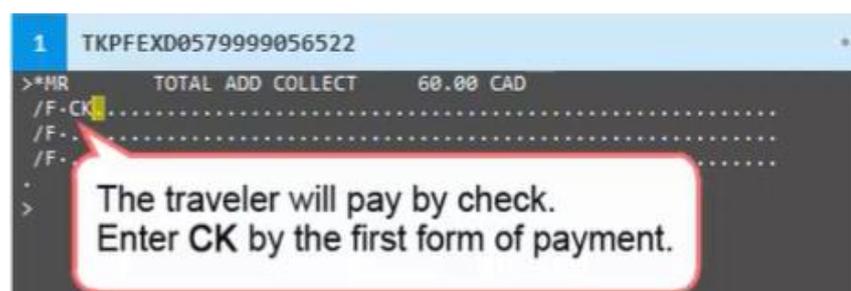


Note: Currently this entry will be limited to ticketing (TKP) exchanges only and does not include issue later functionality (TMU).

Step 3: When there is fare difference, add collect screen will auto pop-up.



Step 4: Update the new FOP for the add collect amount to be settled.





Sample of Exchange Ticket issued in exchange with EMD document.

Travelport Smartpoint - Galileo

PNR - 007KDX/WHITTAKER

007KDX/20 XDBKR C979204 AG 67168813 09APR

1. WHITTAKER/OSCAR

1. AF 349 K 25AUG YULCDG HK1 2155 #1050 O* E WE/TH

2. AF 342 K 05SEP CDGYUL HK1 1540 1715 O* E SU

*ALL *P *TD *CF *FF *NP *VL *SI *HTI

*HTE *DI *NPH *NPC

TKT: 057 9903 656161 NAME: WHITTAKER/OSCAR

PH: 514 365 6572

ISSUED: 09APR21 FOP: CHECK/CHECK

PSEUDO: 8TM6 PLATING CARRIER: AF ISO: CA IATA: 67168813

USE	CR	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	FARE	CPN
OPEN	AF	349	K	25AUG	YULCDG	2155	OK	KH1H02M2		1
OPEN	AF	342	K	05SEP	CDGYUL	1540	OK	KH1H02M3		2
								NVB28AUG		1PC

FARE CAD 1243.00 TAX 25.91CA TAX 738.14XT TAX

TOTAL CAD 60.00A

REF WITH FEE/CHG FEE APPLIES

YMQ AF PAR 465.28 AF YMQ 512.48 NUC977.76END ROE1.2

71263 XT PD35.00SQ PD30.90FR PD6.90IZ PD4.6004 PD45

.50QX PD1.75XG PD3.49XQ PD40.00YQ PD570.00YR

EXCHANGED FOR: 0579999056522

ORIGINAL ISSUE: 0579903656160YOW09APR2167168813

RLOC 1G 007KDX 1A 3GAX7A

The eTicket information and exchange history are displayed in the eTicket file.

Note:

EMD-S Voucher amount will first be applied to sum of all payable taxes. If the EMD-S value cannot cover all payable taxes, then the system will calculate the paid and unpaid (new) taxes along with ADC on base fare.



In the CREATE EMD option, the only valid options allowed to be entered are, 'Y' to create and 'N' to ignore EMD creation. Any other variable entered will be ignored and the refund due screen will be redisplayed to the user to correct the input.

** CREATE EMD option would not prompt up when additional tax collection is required

4. Type the option 'Y' to create an EMD-S for the refund due amount, a new fill in screen will be displayed with the Refundable Balance EMD details. Validate the Refund balance fill in screen, add any optional endorsements applicable and enter at the end of the IATA CODE, the data will be stored in the ticketing modifiers.

```
>EMDRB *REFUND BALANCE ELECTRONIC MISCELLANEOUS DOCUMENT*
TO LUFTHANSA
AT FCO RFIC/RFISC D-996
TYPE OF SVC REFUNDABLE BALANCE
AMOUNT EUR 104.00
ENDORSEMENT .....
.....
*ORIG ISSUE*: TICKET NUMBER 22099029913623 CITY ROM
DATE 05DEC17 IATA CODE 9999999
```

Endorsement field supports:

- Alpha characters
- Numeric characters
- Special characters like hyphen (-), slash (/), period or a dot (.) and spaces
- Minimum 1 character, Maximum 147 characters

5. The E-ticket exchange information and the Refundable Balance EMD information are stored in the booking file under the Filed Fare data at the next E or ER (End and re-retrieve). The TMU line on the Filed Fare data will include the form of payment data as exchange, the E-ticket number being exchanged and EMD Refundable Balance (EMDRB) modifier.

```
FQ1 - S1-2 AP G 05DEC17 61/AG
FQ
P1 GALILEO/TEST ADT G 05DEC17 * EUR 199.00
ROM LH FRA 118.98S40LGT3A LH ROM 118.98S40LGT3A NUC237.96END R
OE0.836252
FARE EUR199.00 TOT EUR199.00
***ADDITIONAL FEES MAY APPLY*SEE>F01-
S1 FB-S40LGT3A B-0PC NB-12MAR NA-12MAR
S2 FB-S40LGT3A B-0PC NB-18MAR NA-18MAR
FARE RESTRICTION MAY APPLY
LAST DATE TO PURCHASE TICKET: 08DEC17

T P1/S1-2/Z0/ET/FEX2209902991362*EMDRB/CLH/TA5B95
```



6. The ticket issuance entry (TKP) will generate E-ticket to E-ticket exchange and Refundable Balance EMD-S in a single message. The new screen display will display successful E-ticket response along with EMD details.

```
ELECTRONIC TKT GENERATED TTL FARE EUR 199.00
SUPPORTING DOCUMENTS GENERATED
RECORD LOCATOR: >*WQNCW.
-----
EMD GENERATED TOTAL 104.00
2209999018462 104.00 GALILEO/TEST
```

7. EMDL display will be available for the EMD in the PNR with a listing of the issued EMD numbers and the latest change for each EMD number, click '**EMDL**' button in Smartpoint. A SVC line for Refundable Balance EMD has been auto created including the EMD number.

```
*ALL *P *TD *FF *VL *SI *HTI *HTE *PI EMDL
```

WQNCW/61 ROMOU C339614 AG 99999992 05DEC
1. GALILEO/TEST
1. SVC LH HI1 FCO 05DEC-D/996/REFUNDABLE BALANCES/NM-1GALILEO
/TEST/2209999018462C1/104.00/EUR
2. LH 243 S 12MAR FCOFRA HK1 0710 0910 0* E MO
3. LH 238 S 18MAR FRAFCO HK1 1610 1755 0* E SU

** FILED FARE DATA EXISTS ** >*FF
** VENDOR LOCATOR DATA EXISTS ** >*VL
** SERVICE INFORMATION EXISTS ** >*SI
** TINS REMARKS EXIST ** >*HTI
** ELECTRONIC MISC DOCUMENT LIST ** >EMDL
** ELECTRONIC DATA EXISTS ** >*HTE

FONE-ROMT*TRAVELPORT ROME 3922608874-MARWITZ
TKTG-T*ROM 05DEC0835Z 61 AG
FQ1 - S2-3 AP G 05DEC17 /
P1 GALILEO/TEST ADT G E 2209902991363

```
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
1. LH 2209999018462
GALILEO/TEST
I 05DEC17 083503 Z
***** END OF LIST *****
```



8. To refund the Refundable Balance EMD:

- Click interactive of Green color font e.g. '1' and bring into EMD summary screen
- Type 'F' next to 'EMD REFUND' and enter, EMD refund application is done.

2209999018462	GALILEO/TEST	WQNWCW/1G/5B95	99999992		
CPN RFISC	DESCRIPTION	VALUE	DATE	STATUS	
1 D-996	REFUNDABLE BALANCES	EUR 104.00		OPEN	
	EMD DOCUMENT TOTAL:	EUR 104.00			
>EMD DETAIL DISPLAY .					
>EMD VOID ..					
>EMD REFUND .F					

Response: EMD 2209999018462 REFUNDED - SAC 2202IQXDBFLJY

2209999018462	GALILEO/TEST	WQNWCW/1G/5B95	99999992		
CPN RFISC	DESCRIPTION	VALUE	DATE	STATUS	
1 D-996	REFUNDABLE BALANCES	EUR 104.00		RFND	
	EMD DOCUMENT TOTAL:	EUR 104.00			

TINS Report

The issued EMD numbers will display on the TINS screen with the identifier of 'D' after the 3 characters airline code.

- The Refundable Balance EMD will be issued as an Even Exchange.
- Only one coupon is created for Refundable Balance EMD-S.
- The Refundable Balance EMD-S value may only be redeemed for a refund. Therefore, no values for the automated EMD-S will appear in the TINS or in the BSP Agency Reporting file.
- The E-ticket exchange and the Refundable Balance EMD-S will be reported in two separate transactions.

The following is an example of the HMPR TINS to display the reporting for Exchange and the EMD-S Refundable Balance document number.

AULA TEST TRAINING		TINS REPORT		05 DEC 17			
CURRENCY CODE EUR		IATA NUMBER 99999992					
A/L	TKT/STOCK	NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
					*FEES		
220E9902991362			GALILEO/TEST	303.00	141.25	5.00	FS
220D9999018462			GALILEO/TEST	0.00	0.00	0.00	EX
220E9902991363			GALILEO/TEST	0.00	0.00	0.00	EX
220	9999018462		GALILEO/TEST	104.00	0.00	0.00	EX
				RFND-			