

# EMD-A (Associated Electronic Miscellaneous Document)

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## EMD-A (Associated Electronic Miscellaneous Document)

### What is an EMD-A

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.

For more information search answer ID 23684 under category 'Electronic Miscellaneous Document (EMD)' in My.Travelport.com

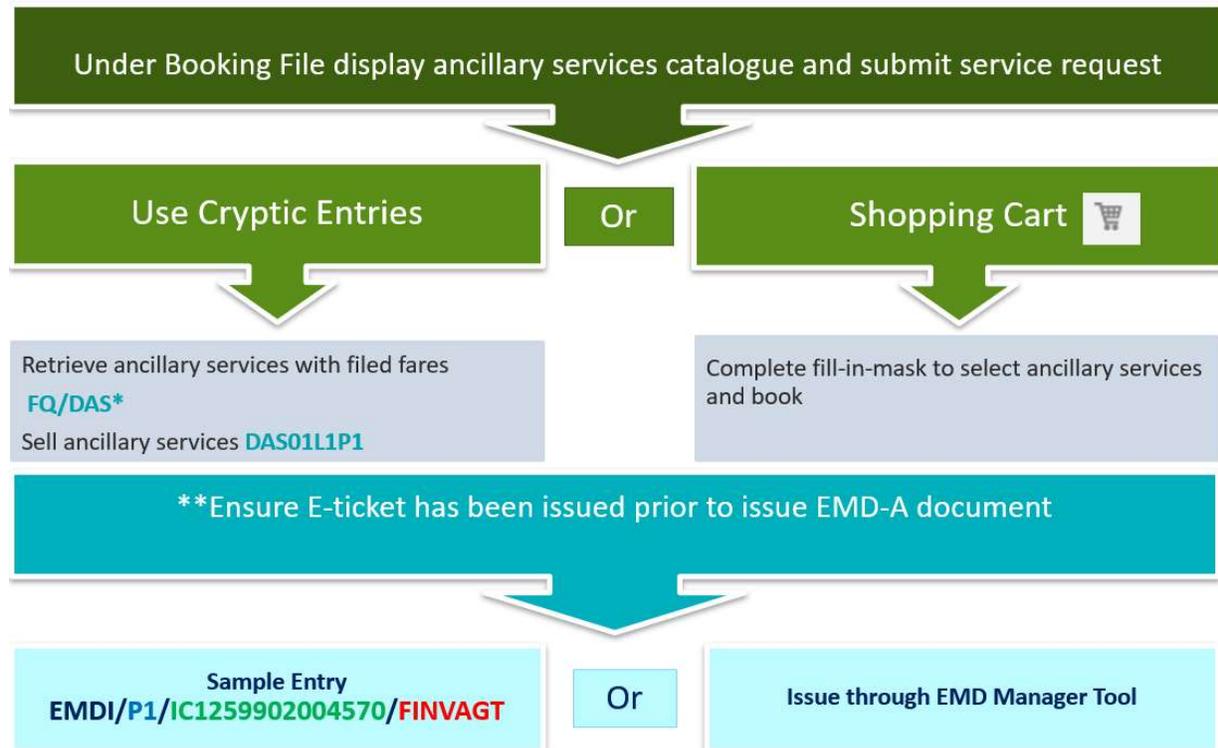
To view airlines' participating information about issuance of EMD.

Search airlines' fact sheet e.g. **EMD xx** (xx – Airline code) under [www.My.Travelport.com](http://www.My.Travelport.com)

### Guidelines for issuing EMD-A

- 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.

## Workflow to issue EMD-A



### Display the ancillary services catalogue

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

#### **Method 1** - Add ancillary service by **Cryptic Format**

##### STEP 1

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

Sample of fare quote with filed fares and DAS

```

BKD:ECOPRO
ADDITIONAL BRANDS INFO VIEW
>FQCA/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*L.1 
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**

\*\*For selling UMR ancillary service include text follow with sell entry

**>DAS01L1P1\*TX-UM10**

## Method 2 - Add ancillary services in Smartpoint

Click 'Trolley' icon to find out ancillary services provided from airline.

The screenshot shows a navigation bar with buttons labeled \*ALL, \*P, \*TD, \*VL, \*SI, \*PI, and \*RU. Below the navigation bar is a 'Shop for Ancillary Services' button, which is highlighted with a red box. Below the button, flight details are displayed: 8J167G/61 HKGNH C339614 AG 13305213 19JAN, 1.1LAU/MARWITZMS, and 1. AY 100 Y 16NOV HKGHKL HK1 0045 0525 0\* E TH. At the bottom, there is a note: FONE-HKGT\*GALILEO TRAVEL-3068 9892-MARWITZ TKTG-T\*.

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

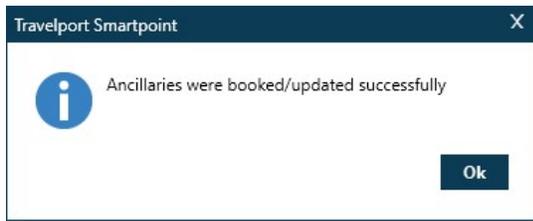
The screenshot shows the 'Ancillary Services' dialog box. The passenger is identified as MARWITZMS LAU. The frequent flyer number is 1 HKG>HEL 494. The dialog lists three services: 'PRE PAID BAGGAGE' (AY 494 HKD) with a quantity of 1, 'UNACCOMPANIED TRVL UNESCORTED' (AY 988 HKD) with a quantity of 0, and 'SEAT ASSIGNMENT' (AY 700 HKD) with a quantity of 0. The 'PRE PAID BAGGAGE' quantity is highlighted with a red box. The 'APPROXIMATE TOTAL' is 494 HKD. At the bottom, there are 'REVIEW' and 'CANCEL' buttons, with 'REVIEW' highlighted by a red box.

Click on 'REVIEW' to view Summary.

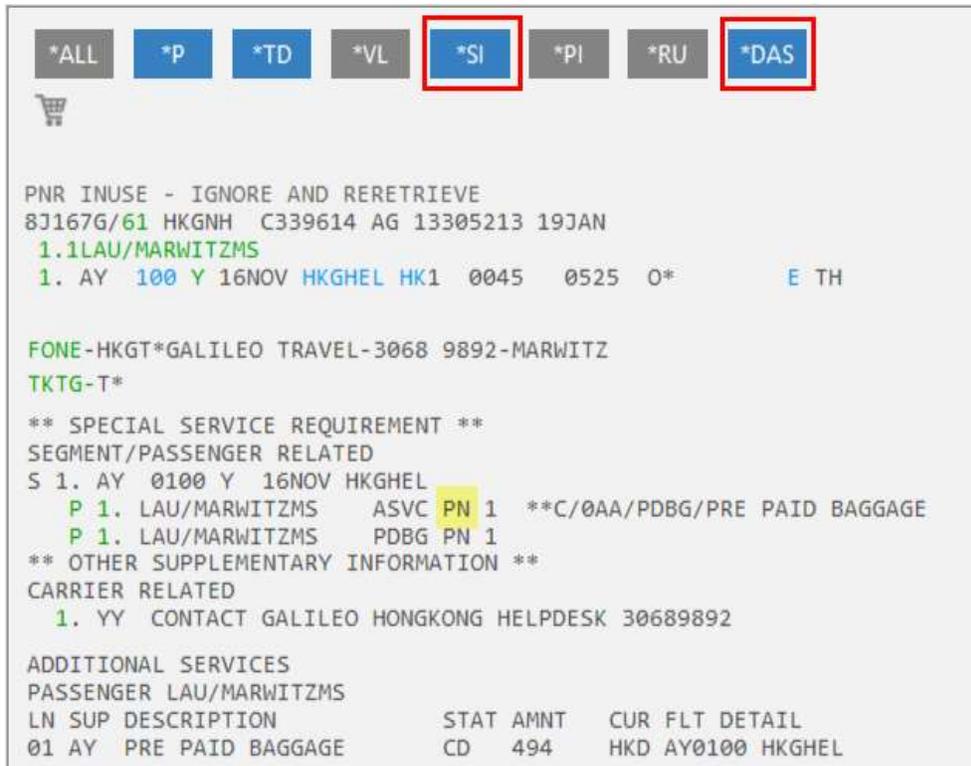
The screenshot shows the 'Summary' dialog box. It displays the selected ancillary service: 'PRE PAID BAGGAGE - AY 494 HKD' with a quantity of 1. The subtotal is 494 HKD. The dialog also shows the passenger name 'MARWITZMS LAU' and the frequent flyer number '1 HKG>HEL'. At the bottom, there are 'APPLY', 'MODIFY', and 'CANCEL' buttons, with 'APPLY' highlighted by a red box.

Click on "APPLY" if proceed confirm adding this service in booking.

System return response:



After ancillary services added in a booking, user may click \*DAS or \*SI to view details



Action of status code under \*SI:

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

Status code **KD** indicates confirmed and proceed to issue the EMD. The status changes to **HI** once the EMD has been issued.

**STEP 3 - Issue EMD-A document by Cryptic Entry**

**\*\*Always requires in connection with ticket number upon 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·			
-----			

**Issue Modifiers combine 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 is to not print any support documents. The print support documents modifier/option must be included in the EMDI entry in order for the applicable support document(s) to print.

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

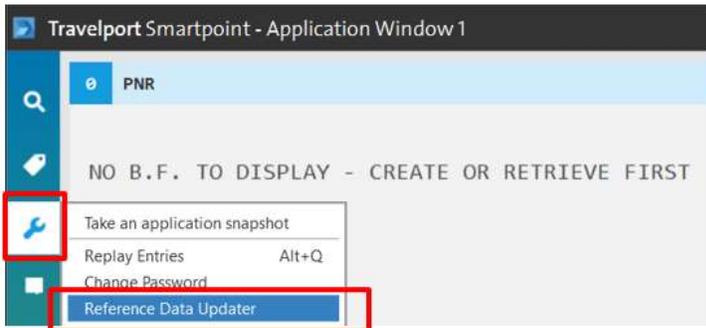
<b>Modifier:</b>	<b>Code:</b>	<b>Example:</b>
Commission	Z ZA	Z7 (percent) ZA15 (amount)
Form of Payment	F	FCK
Endorsement	ER	ERNON-REFUNDABLE
Print support documents to itinerary/invoice printer (use with document code selection)	PI-	PI-R
Print support documents to plain paper printer (use with document 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 Tool 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 Form of Payment: Cash, Cheque and Credit Cards

## How to update Reference Data in Smartpoint?

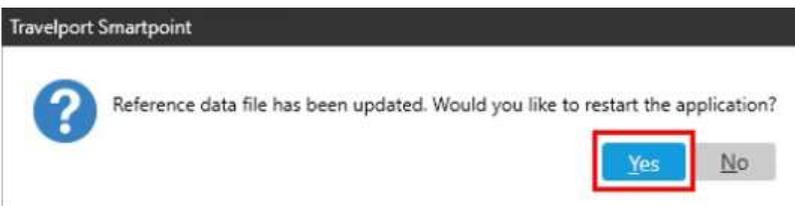
Click 'Tools' icon from navigation menu and choose 'Reference Data Updater' option



System pop up with message like this, ensure answer with 'Yes' to proceed



Proceed to complete download by restart Smartpoint and answering 'Yes'



Note: It may not require when system pop up with this response. Click 'OK' to cancel

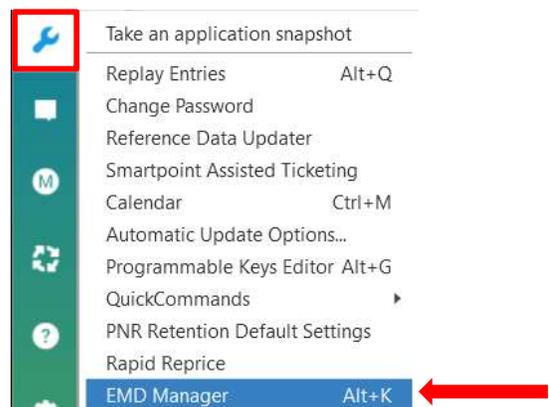


## Launch EMD Manager

Select 'Tools' icon from navigation menu and choose 'EMD Manager' option

Or

Press Alt + K



## Issue EMD-A by EMD Manager

Select 'Pencil' icon brings into 'SERVICES' tab

EMD Manager

Record Locator: **RF07FS**

**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: **None Specified**

Ticket: AF 0579903649366-LAU/MARWITZMS

Endorsement: None

**80.00 USD**

Service tab allow edit details e.g. Endorsement or Commission before issue EMD

EMD Manager

Record Locator: **RF07FS**

**SERVICES** REVIEW

**Edit Details**

ASVC SSR - AF 83 - SFO CDG - 1ST ADDITIONAL BAG  
LAU/MARWITZMS

Ticket:  
AF 0579903649366-LAU/MARWITZMS

Endorsement:

Apply to all ASVC SSRs (Seats and Ancillaries)

Commission:  
Amount ▼ e.g. 5.0 or 5

Apply to all ASVC SSRs (Seats and Ancillaries)

EMD Validating Carrier Override: ?  
Select ▼

Apply Reset Cancel

CLOSE

Choose 'Apply' if changes have made

Or

Choose 'Cancel' return back to previous screen

Form of Payment show 'None Specified'.

Click 'Edit Payment Method' to update FOP to issue EMD

EMD Manager

Record Locator: **RF07FS**

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: **None Specified** ←

Ticket: AF 0579903649366-LAU/MARWITZMS

Endorsement: None

**80.00 USD**

Print  Email Options Issue Edit Payment Method

CLOSE

3 types Form of Payment can be selected

Form of Payment

Enter payment information for your selections for the applicable airlines.

Form of Payment: \*

Cash

Form of Payment

Enter payment information for your selections for the applicable airlines.

Form of Payment: \*

Cash

Check/Cheque

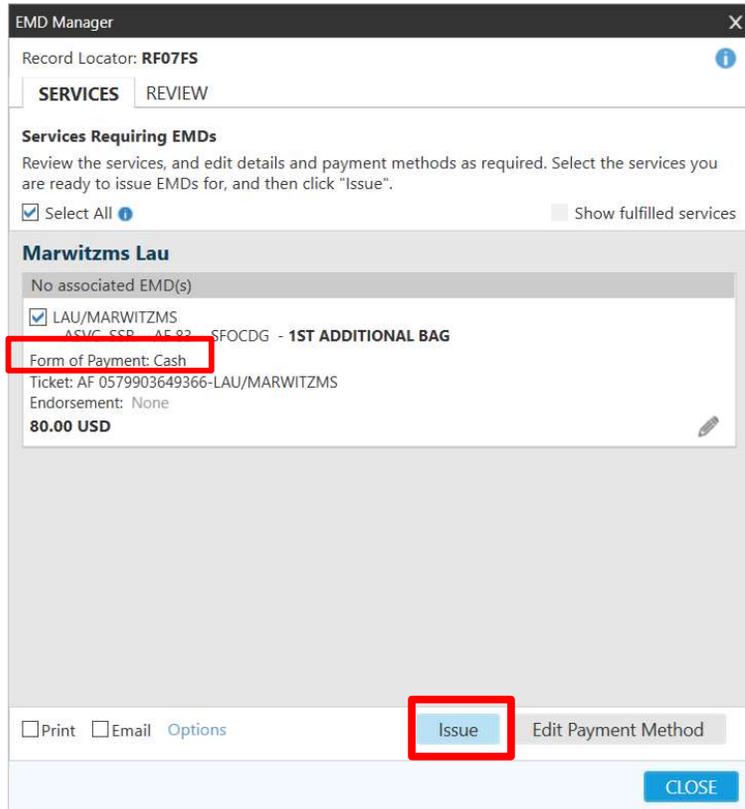
Credit Card

AIRLINE **AF** SPECIAL SERVICES **80.00 USD**

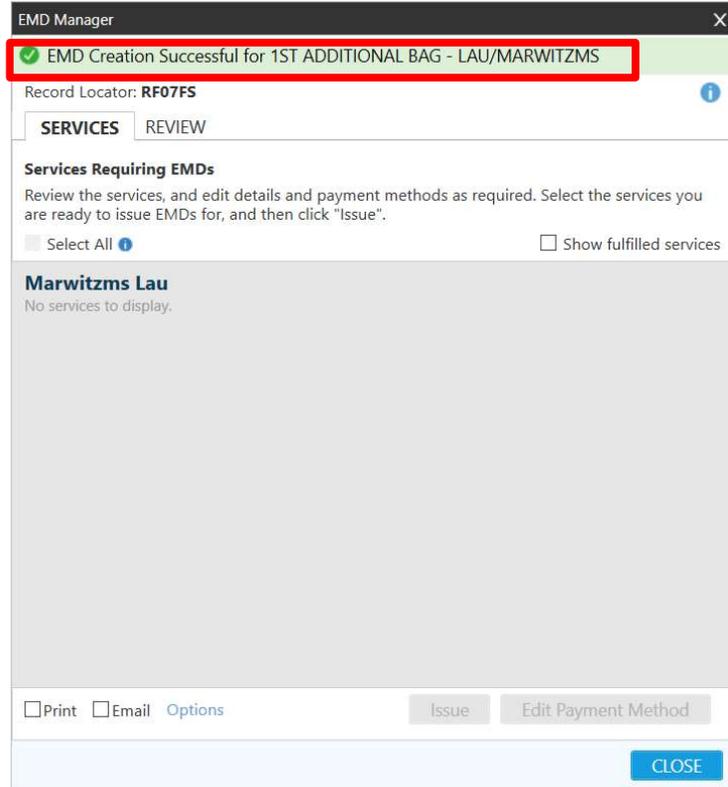
SUBMIT CANCEL

Once select Form of Payment, click 'SUBMIT' to save

Click 'Issue' button to proceed



Alert successful message being shown at top of EMD Manager window title



## Display EMD Information in a PNR

\*ALL \*P \*TD \*FF \*VL \*VR \*SI \*EM \*HTI \*HTE

**EMDL**

RF07FS/61 HKGNH C339614 AG 14537482 27AUG

1. 1LAU/MARWITZMS

1. AF 83 N 10MAR SFOCDG HK1 1515 #1110 0\* E WE/TH

2. AF 84 N 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

\*\* ELECTRONIC MISC DOCUMENT LIST \*\* >EMDL

\*\* ELECTRONIC DATA EXISTS \*\* >\*HTE

FONE-ATLT\*3033704686 -GALILEO US SALES MKTG-ROSEMONT-MARWITZ

TKTG-T\*HKG 27AUG1001Z 61 AG

FQ1 - S1-2 AP G 27AUG20 /

P1 LAU/MARWITZMS ADT G E 0579903649366

EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST

1. AF 0579991161997

LAU/MARWITZMS

I 27AUG20 103416 Z

\*\*\*\*\* END OF LIST \*\*\*\*\*

- 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

1 EMDD1

0579991161997 LAU/MARWITZMS RF07FS/1G/8YN6 14537482

CPN	RFISC	DESCRIPTION	VALUE	DATE	STATUS
1	C-0CC	1ST ADDITIONAL BAG			OPEN
EMD DOCUMENT TOTAL:			USD	80.00	

>EMD DETAIL DISPLAY

>EMD VOID

>EMD REFUND

Or use cryptic entry >EMDD1 to retrieve

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

- The EMD number
- Passenger's name
- Services purchased
- The status of each coupon

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

Tab to **EMD Detail Display**

View EMD Details

Tab to **EMD VOID**

Type 'V' to void EMD

Tab to **EMD REFUND**

Type 'F' to process Refund

- Click interactive green color font 'EMD Detail Display' to view details

```
1 EMD DETAIL DISPLAY . **
0579991161997 LAU/MARWITZMS RF07FS/1G/8YN6 14537482
***** EMD 0579991161997 COUPON 1 DETAILS *****
RFI: C-0CC 1ST ADDITIONAL BAG
DATE OF SERVICE: QUANTITY OF SERVICES/FEES: 1
CPN AMT CPN STATUS ESAC
OPEN FOR USE
PRESENT TO: AIR FRANCE
PRESENT AT: SAN FRANCISCO/SFO
ASSOCIATED TO TKT: 1 057 9903649366 ROUTING-SFO/CDG
***** EMD DOCUMENT DETAILS *****
FARE CALC INDICATOR: 0
SFO AF PAR80.00USD80.00END
EMD FARE DATA
BASE: USD 80.00
EQUIV:
TOTAL: USD 80.00
FOP: CA AMT:80.00
NAME: LAU/MARWITZMS
GDS PNR: 1G/RF07FS
CARRIER PNR: 1A/NG40DI
AGENCY: 8YN6 TICKETING AGT ID:14 IATA NBR:14537482
NAME/PLACE OF ISSUE: GALILEO US SALES MKTG
DATE OF ISSUE:27AUG20
>EMD REDISPLAY SUMMARY .
>EMD VOID .
>EMD REFUND .
```

To display Additional services information by click on \*DAS button and service information click on \*SI button

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

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

\*\*\* SPECIAL SERVICE REQUIREMENT \*\*\*  
 SEGMENT/PASSENGER RELATED  
 S 1. AF 0083 Q 11MAR SFOCDG  
 P 1. LAU/MARWITZMS ABAG KK 1  
 P 1. LAU/MARWITZMS ASVC HI 1 \*\*C/0CC/ABAG/1ST ADDITIONAL BAG/  
 A/0579991163784C1  
 P 1. LAU/MARWITZMS TKNE HK 1 0579903673199C1  
 S 2. AF 0084 Q 18MAR CDGSFO  
 P 1. LAU/MARWITZMS ABAG KK 1  
 P 1. LAU/MARWITZMS ASVC HI 1 \*\*C/0CC/ABAG/1ST ADDITIONAL BAG/  
 A/0579991163784C2  
 P 1. LAU/MARWITZMS TKNE HK 1 0579903673199C2

\*\*\* MANUAL SSR DATA \*\*\*  
 M 3. SSRDOCSAF HK P/HK/AU556880/HK/10JAN89/F/10JAN26/LAU/MARWITZ -1LAU/  
 MARWITZMS

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

ADDITIONAL SERVICES  
 PASSENGER LAU/MARWITZMS  
 LN SUP DESCRIPTION STAT AMNT CUR FLT DETAIL  
 01 AF 1ST ADDITIONAL BAG FD 466 HKD AF0083 SFOCDG  
 02 AF 1ST ADDITIONAL BAG FD 466 HKD AF0084 CDGSFO

Note: EMD number will be generated in SSR ASVCs line under \*SI

## Retrieval of EMD history after issuance

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

```

1  EMDH1
>EMDH1
EMD HISTORY
  0579991163784 - LAU/MARWITZMS
                PTC/ADT

**ISSUE ENTRY**
  AGENT EMDI/IC0579903673199/FS/G2.5
**ISSUE DATA**
  ISSUED 06NOV20 083233 Z 1G/79E4/14
  ISSUING RECORD LOCATOR 1G-MP9JTG
  RFIC BAGGAGE
  FOP CA
  AMT HKD932
  COMMISSION AMT
  FCMI 0 - ASVC AUTOMATED
  ENDORSEMENT
  TOUR CODE
  CPN REMARK CPN REMARK
  ASSOCIATED TO TKT 0579903673199
**SUPPORT DOCUMENTS**
**REQUEST SUPPORT DOCUMENTS**
  >EMDH0579991163784/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 [EMDH057991163784/RD\\*](#) or click on this interactive link

```

**REQUEST SUPPORT DOCUMENTS**
0579991163784 DELIVERY METHOD

>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 <sub>n</sub> (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-MP9JTG
	VLOC: AF-KLKSOM
FOR: LAU/MARWITZMS	
EMD NUMBER: 057 9991163784	06NOV2020
ISSUED BY: GALILEO HK CLASSROOM A HONGKONG HK	
EMD NUMBER: 057 9991163784	
CPN 1 C: BAGGAGE / 1ST ADDITIONAL BAG	HKD 466
11MAR21 AIR FRANCE 0083Q	
SAN FRANCISCO/SFO TO PARIS/CDG	
ASSOCIATED TKT: 0579903673199	
CPN 2 C: BAGGAGE / 1ST ADDITIONAL BAG	HKD 466
18MAR21 AIR FRANCE 0084Q	
PARIS/CDG TO SAN FRANCISCO/SFO	
ASSOCIATED TKT: 0579903673199	
	EMD BASE HKD 932
	EMD TOTAL HKD 932
FORM OF PAYMENT CASH	
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.	

**\*\*REQUEST SUPPORT DOCUMENTS\*\***  
 0579991163784 DELIVERY METHOD

>EMD AUDIT/AGENT ·DI  
 >EMD CUSTOMER RECEIPT ·..

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

ISSUE DATE/06NOV20	AUDIT/AGENT	1 OF 1 ELECTRONIC
AIR FRANCE	7733/ 79E4/14	HK MISCELLANEOUS
GALILEO HK CLASSROOM A/HONGKONG		DOCUMENT
13305213 MP9JTG/1G		
LAU/MARWITZMS		
	RELATED TKT 0579903673199	
**** SERVICES ****	RFIC-C	
EMD NUMBER 057 9991163784		
AF 0083Q SFOCDG 11MAR / 0CC / 1ST ADDITIONAL BAG		
AF 0084Q CDGSFO 18MAR / 0CC / 1ST ADDITIONAL BAG		
FCI0		NOT VALID FOR TRAVEL
HKD 932		
HKD 932		
057 9991163784		

## EMD Manager – Print/Email Options

**Step 1:** Insert an email address with MT field in Booking File and end transact.  
e.g. MT.MARWITZ.LAU@TRAVELPORT.COM

A screenshot of a booking file interface. At the top, there are several buttons for options: \*ALL, \*P, \*TD, \*FF, \*VL, \*VR, \*SI, \*EM, \*HTI, \*HTE, \*RU, \*DAS. Below these is a shopping cart icon. The main content shows a record locator MP9JTG/61 and flight details for two segments: 1. LAU/MARWITZMS (AF 83 Q 11MAR SFOCDG HK1 1515 #1110 0\* E TH/FR) and 2. AF 84 Q 18MAR CDGSFO HK1 1020 1405 0\* E TH. Below the flight details are several status messages in green text: \*\* 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, and \*\* ELECTRONIC DATA EXISTS \*\* >\*HTE. At the bottom, a red box highlights the text "EMAIL ADDRESS AND COMMENTS" and "TO- 1. MARWITZ.LAU@TRAVELPORT.COM".

**Step 2:** Open EMD Manager and click 'Options' link

A screenshot of the EMD Manager application window. The title bar says "EMD Manager". The record locator is MP9JTG. There are two tabs: "SERVICES" and "REVIEW". Under "SERVICES", there is a section "Services Requiring EMDs" with instructions to review services and edit details. A checkbox "Select All" is checked. Below this, there are two service entries for "Marwitzms Lau". Each entry shows "No associated EMD(s)", a checked checkbox for "LAU/MARWITZMS", and details: "ASVC SSR - AF 83 - SFOCDG - 1ST ADDITIONAL BAG" and "ASVC SSR - AF 84 - CDGSFO - 1ST ADDITIONAL BAG". Each entry also shows "Form of Payment: Cash", "Ticket: AF 0579903673199-LAU/MARWITZMS", "Endorsement: None", and "466 HKD". At the bottom, there are buttons for "Print", "Email", "Options" (highlighted with a red box), "Issue", "Edit Payment Method", and "CLOSE".

**Step 3:** Under Email and Print Options the sender email address auto populated here. Choose options for documents to print. Then click 'OK' return to EMD Manager previous 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 together with EMD Receipt

**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

### \*\*Reminder

- Insert Email address in booking file and end transact.
- Upon EMD document issuance under EMD Manager, choose 'Print/Email Options' to save
- Finally click 'ISSUE' button to proceed
- Go back to 'Issue Modifiers combine for EMDI entry' if you prefer combine EMD Modifiers using cryptic entries
- For Form of payment with 'Invoice Agent' need to use cryptic entry to issue

## Void EMD document and Cancellation procedure for ancillary services

### STEP 1 - Void the EMD document

There are 4 Ways to perform EMD Voiding

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

0579991161997	LAU/MARWITZMS	RF07FS/1G/8YN6	14537482		
CPN	RFISC	DESCRIPTION	VALUE	DATE	STATUS
1	C-0CC	1ST ADDITIONAL BAG			OPEN
EMD DOCUMENT TOTAL:			USD	80.00	
>EMD DETAIL DISPLAY .					
>EMD VOID .V					
>EMD REFUND ..					

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

1	EMD REDISPLAY SUMMARY .				
0579991161997	LAU/MARWITZMS	RF07FS/1G/8YN6	14537482		
CPN	RFISC	DESCRIPTION	VALUE	DATE	STATUS
1	C-0CC	1ST ADDITIONAL BAG			OPEN
EMD DOCUMENT TOTAL:			USD	80.00	
>EMD DETAIL DISPLAY .					
>EMD VOID ←					
>EMD REFUND ..					

- Method 3: Use cryptic entry >EMDV0579991161997

#### Response:

EMD 0579991161997 VOIDED - SAC 057CBSY1KJFD9

- Method 4: Using EMD Manager

EMD Manager → Choose REVIEW tab and click 'Void' button to proceed

The screenshot shows the EMD Manager application window. At the top, the Record Locator is RF07FS. Below it, there are two tabs: SERVICES and REVIEW. The REVIEW tab is selected and highlighted with a red box. The main content area displays details for EMD-A 0579991161997, including the record locator RF07FS/1G/8YN6 14537482 and the name LAU/MARWITZMS. A table with columns Cpn, RFISC, Description, Value, Date, and Status shows one entry with a value of 80.00 USD and a status of OPEN FOR USE. Below the table, there are sections for Document Details, FARE CALC INDICATOR, BASE, EQUIV, TOTAL, FOP, GDS PNR, CARRIER PNR, AGENCY, TICKETING AGT ID, IATA NBR, and NAME/PLACE OF ISSUE. At the bottom right, the EMD TOTAL is displayed as 80.00 USD. Below the total, there are two buttons: Void and Refund. The Void button is highlighted with a red box. At the very bottom, there is a CLOSE button.

Answer 'Yes to confirm

The screenshot shows a dialog box titled VOID. The text inside the dialog box reads: "There may be penalties associated with voids. Are you sure you want to void this EMD?". At the bottom of the dialog box, there are two buttons: Yes and No. The Yes button is highlighted with a red box.

TINS Report show EMD document being voided

1 HMPR					
GALILEO US SALES MKTG TINS REPORT 27 AUG 20					
CURRENCY CODE USD IATA NUMBER 14537482					
A/L TKT/STOCK NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
057E9903649366	LAU/MARWITZMS	828.00	521.85	5.00	FS
057D9991161997	LAU/MARWITZMS	VOID 27AUG			

EMDL list show document with VOID status

```
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
1. AF 0579991161997
LAU/MARWITZMS
      I 27AUG20 103416 Z
      V 27AUG20 105851 Z SAC - 057CBSY1KJFD9
***** END OF LIST *****
```

**\*\*Reminder**

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

**STEP 2** – Remove the SSR code (i.e. PDBG, UMN) from \*SI

*Example:* >**SI.ABAG@**

System return response:  
PAID SERVICE CANCELLED - VERIFY EMD

Note:

- Do not remove ASVC field
- For Paid Seat use entry to cancel **S.@** or **S.S1@**