TRAVELPORT

EMD-A (Associated Electronic Miscellaneous Document)

Contents

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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
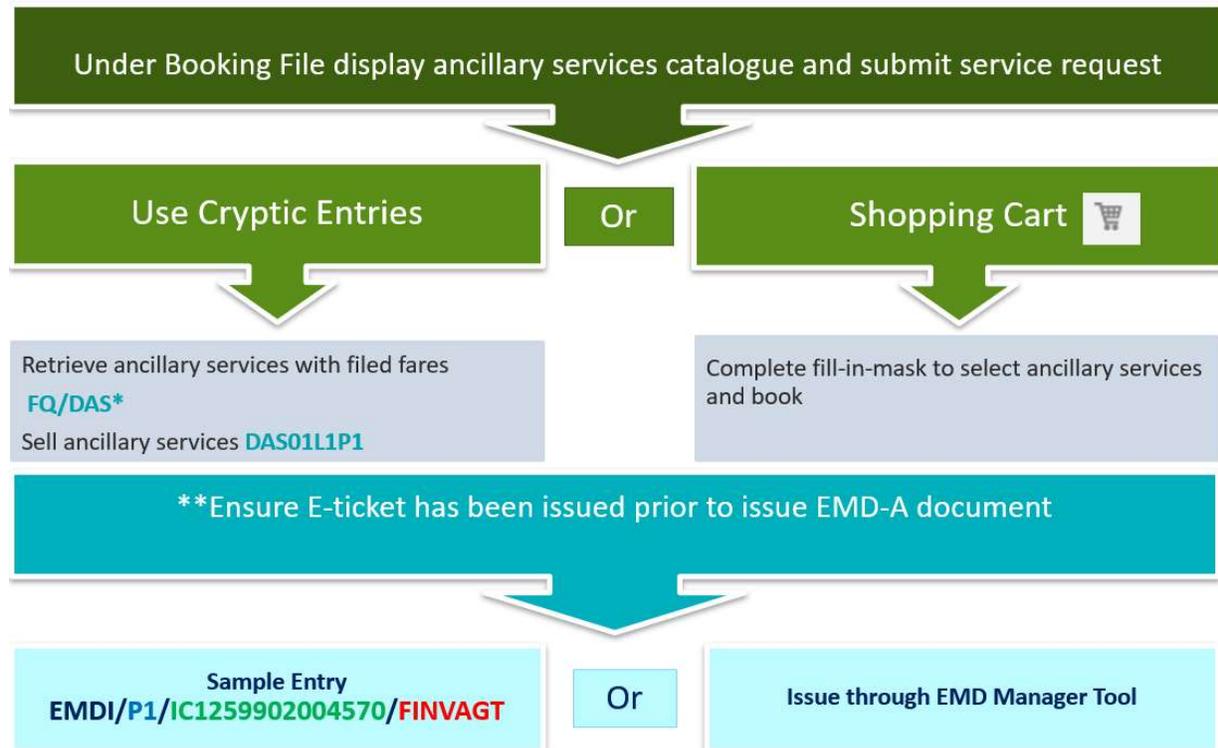
To view airlines' participating information about issuance of EMD.
Search airlines' fact sheet e.g. **EMD xx** (xx – Airline code) under www.My.Travelport.com

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.

Worfklow to issue EMD-A

Under Booking File display ancillary services catalogue and submit service request

Use Cryptic Entries   Or   Shopping Cart

Retrieve ancillary services with filed fares
FQ/DAS*
Sell ancillary services **DAS01L1P1**

Complete fill-in-mask to select ancillary services and book

**Ensure E-ticket has been issued prior to issue EMD-A document

Sample Entry
EMDI/P1/IC1259902004570/FINVAGT   Or   Issue through EMD Manager Tool

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

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 Smarpoint required add **;** character)

Sample of fare quote with filed fares and DAS

```
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       UPTO50LB/23KG AND UPTO62LI/158LCM
   BAG 2 -  NO FEE       UPTO50LB/23KG AND UPTO62LI/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·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 UMNR 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.


```
*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*
```

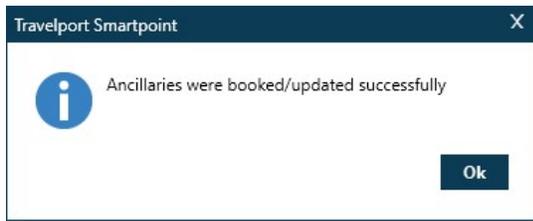Select the ancillaries service and input the quantity related to segment select.

Click on 'REVIEW' to view Summary.

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
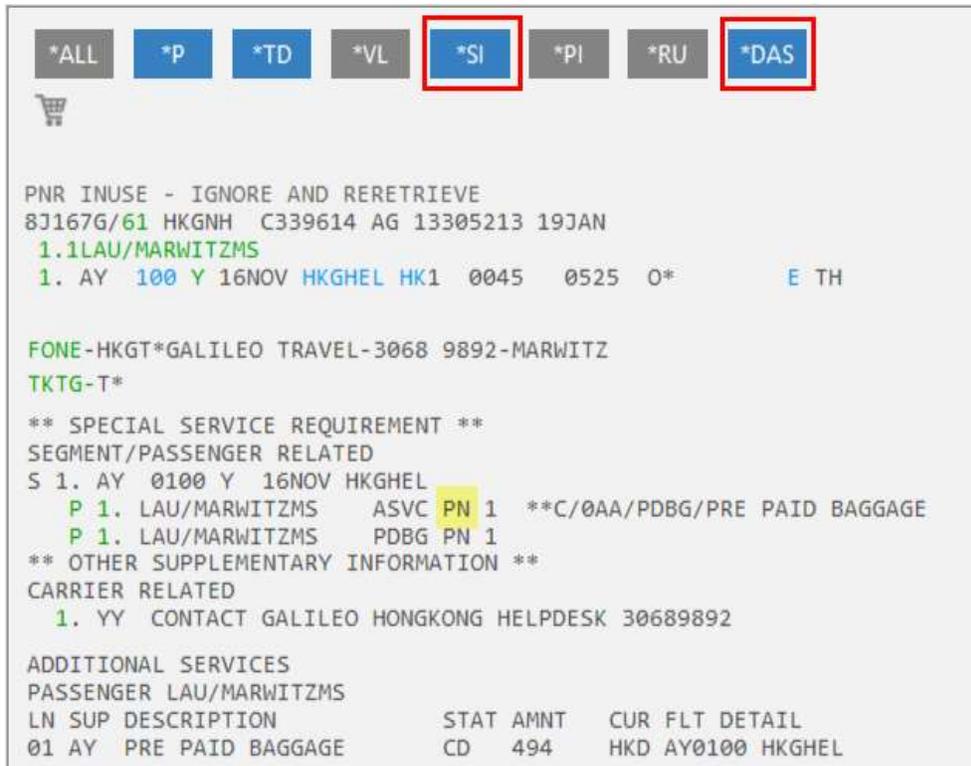
Action of status code under *SI：

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.

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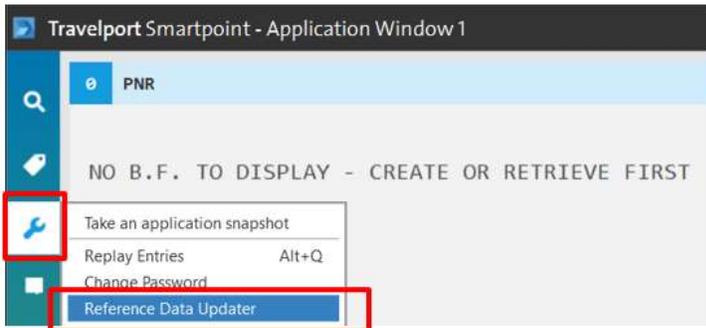
System pop up with message like this, ensure answer with 'Yes' to proceed

Proceed to complete download by restart Smartpoint and answering 'Yes'
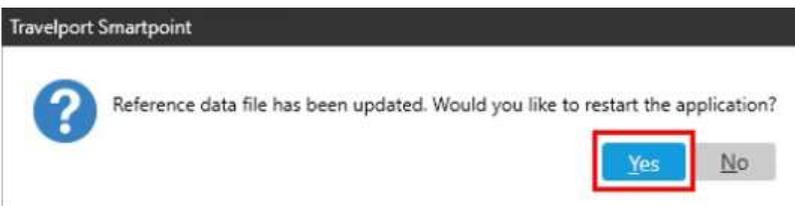
Note: It may not require when system pop up with this response. Click 'OK' to cancel
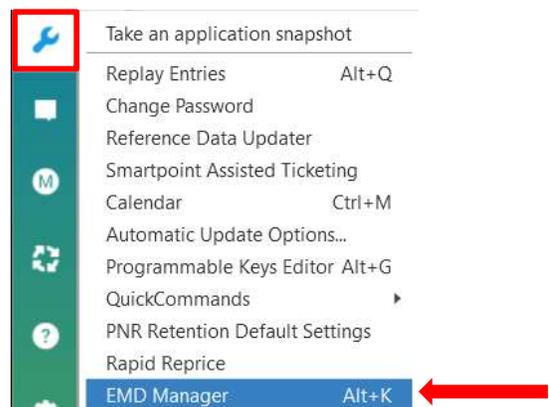

Launch EMD Manager

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

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

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

3 types Form of Payment can be selected
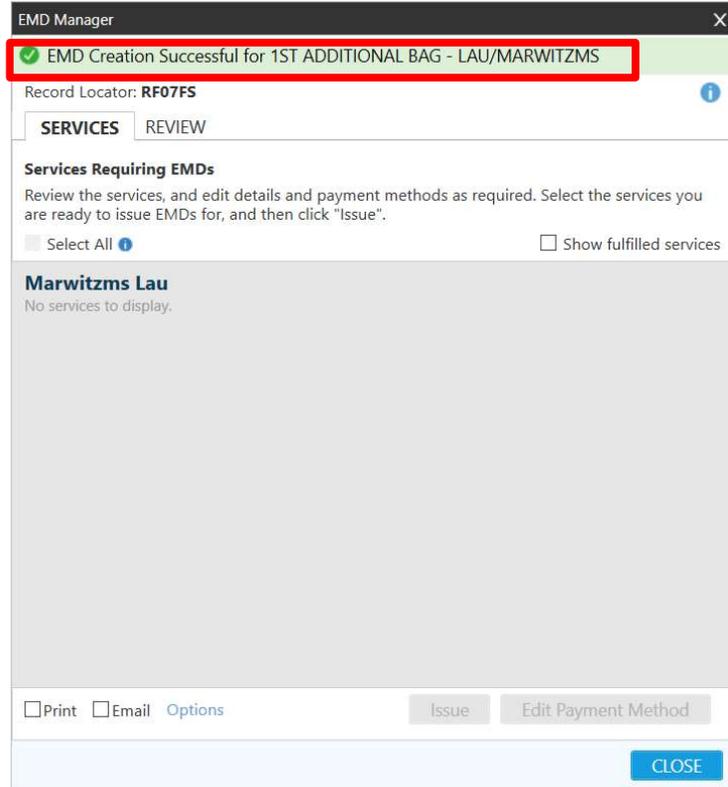

Once select Form of Payment,
click 'SUBMIT' to save

Click 'Issue' button to proceed
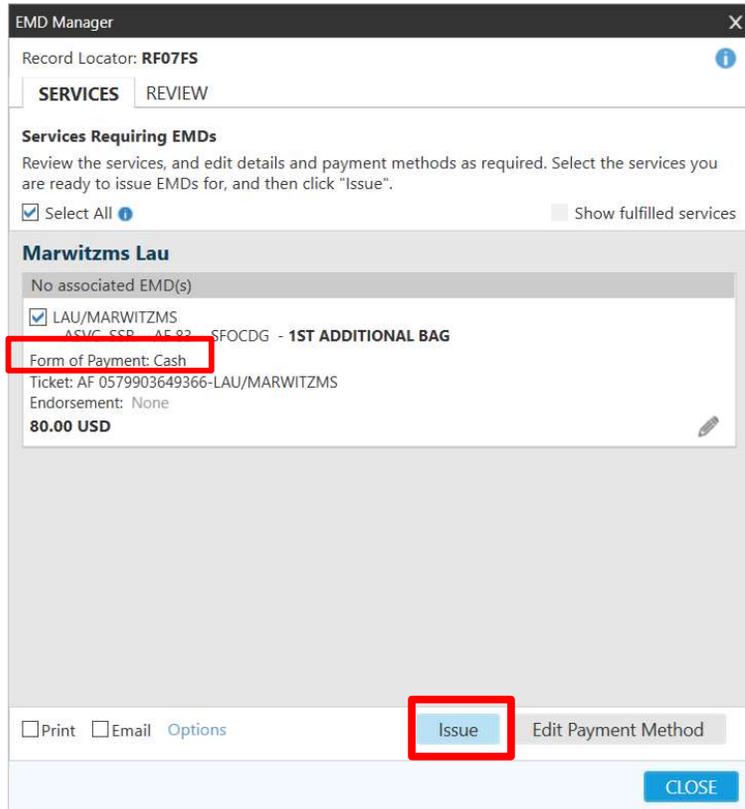
Alert successful message being shown at top of EMD Manager window title

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  O*         E WE/TH
 2. AF   84 N 18MAR CDGSFO HK1  1020   1405  O*         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
Ø579991161997      LAU/MARWITZMS   RF07FS/1G/8YN6 14537482
CPN RFISC    DESCRIPTION           VALUE      DATE   STATUS
  1  C-ØCC  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:

- o The EMD number
- o Passenger's name
- o Services purchased
- o 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/NG4ODI

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

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

Retrieval of EMD history after issuance

Entry: **EMDH1** (**E**lectronic **M**iscellaneous **D**ata **H**istory – 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 PEn (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

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

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

Step 4: Finally click 'Issue' button to proceed EMD issuance together with EMD Receipt

Sample of Email Customer Receipt

**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

- Method 3: Use cryptic entry >**EMDV0579991161997**

- Method 4: Using EMD Manager

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

Answer 'Yes to confirm

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
                                              *FEES
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, UMNR) 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@**