

# 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

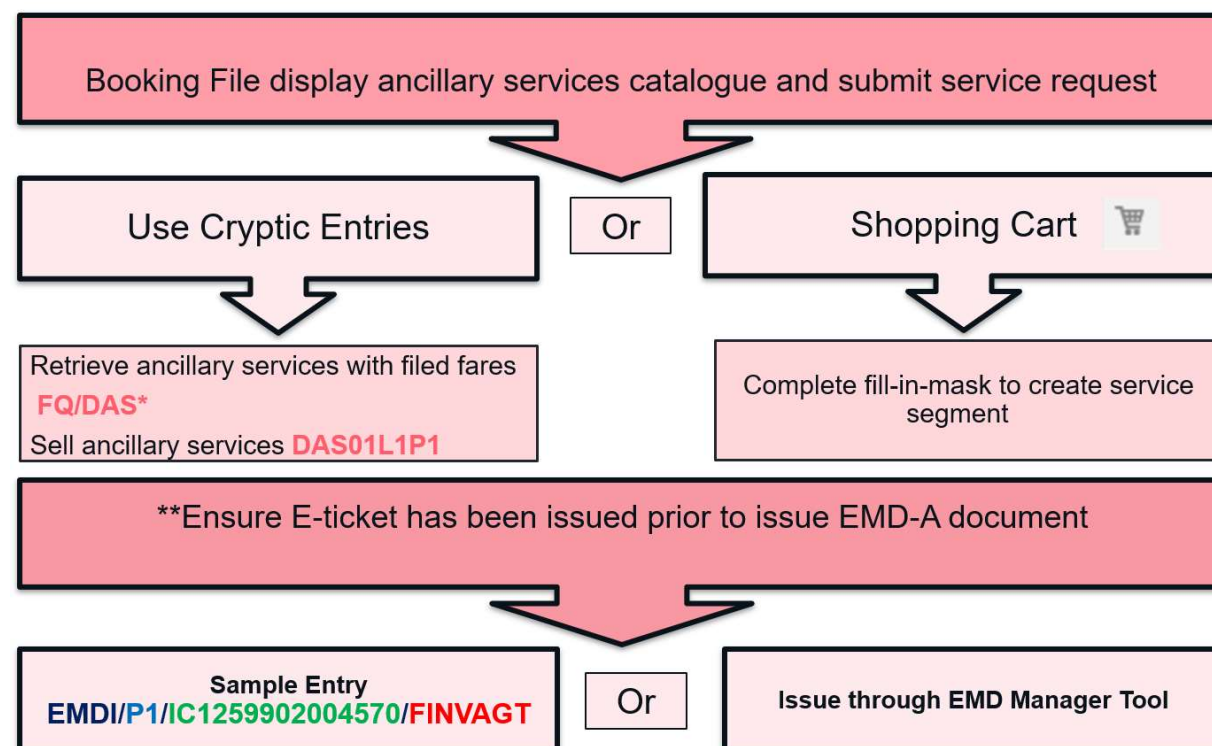
To view airlines' participating information about issuance of EMD.

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 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 >F0.					
ADT	LAST DATE TO PURCHASE TICKET: 16NOV17				
ADT	FARE HAS A PLATING CARRIER RESTRICTION				
ADT	E-TKT REQUIRED				
BAGGAGE ALLOWANCE					
ADT					
AY HKGH	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 HKGH	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

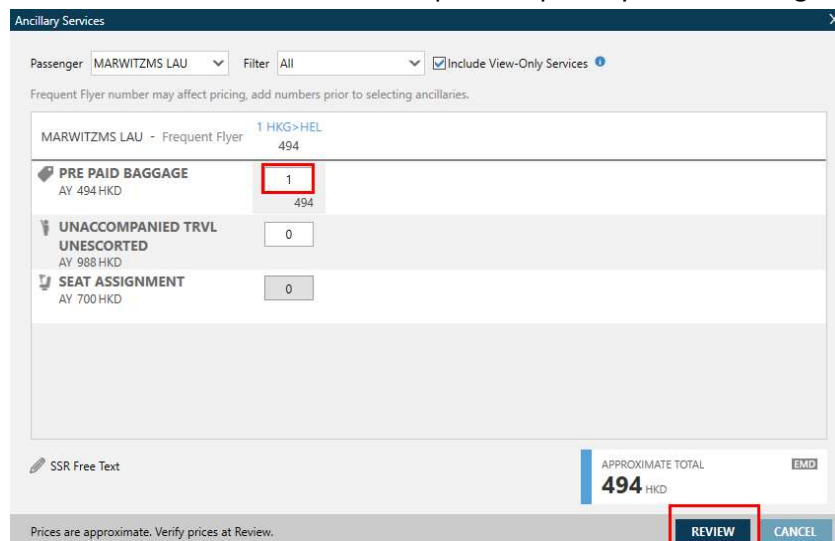
>DAS01L1P1\*TX-UM10

## Method 2 - Add ancillary services in Smartpoint

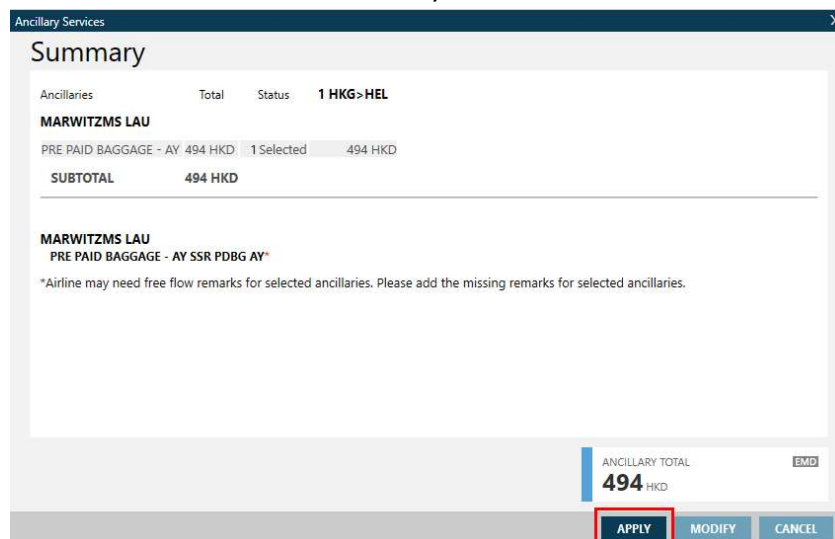
Click 'Trolley' icon to find out ancillary services provided from airline.



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

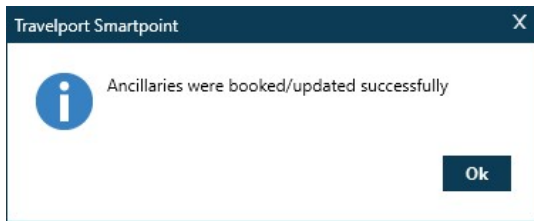


Click on 'REVIEW' to view Summary.

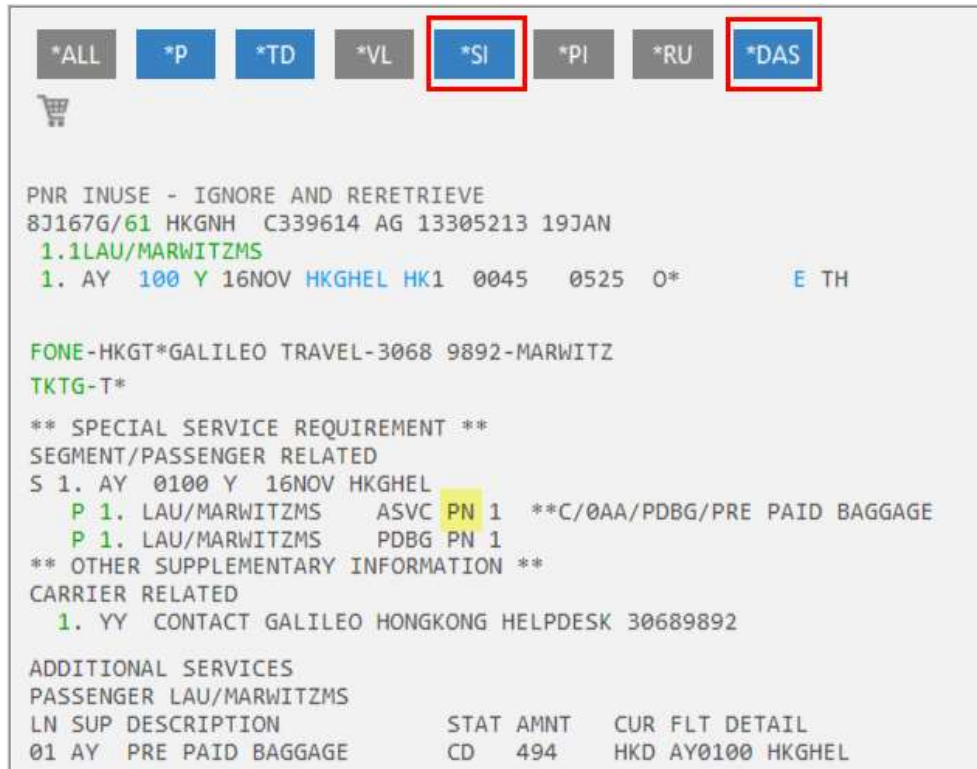


Click on "APPLY" if proceed confirm adding this service in booking.

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.

<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

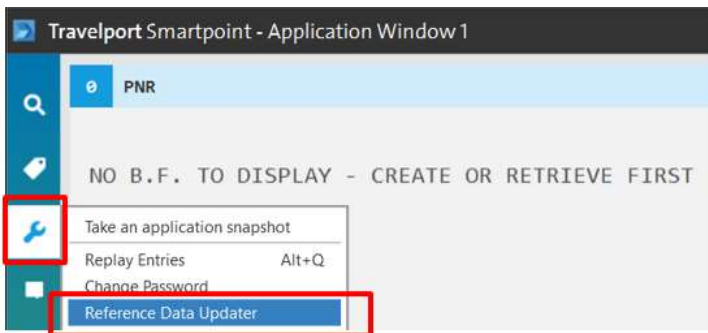
### EMD Manager Tool Overview

- ☐ 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?

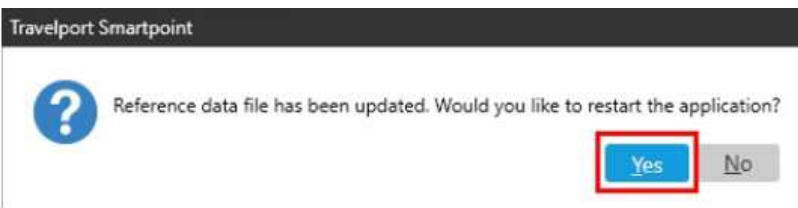
Click 'Tools' icon from navigation menu and choose 'Reference Data Updater' option



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

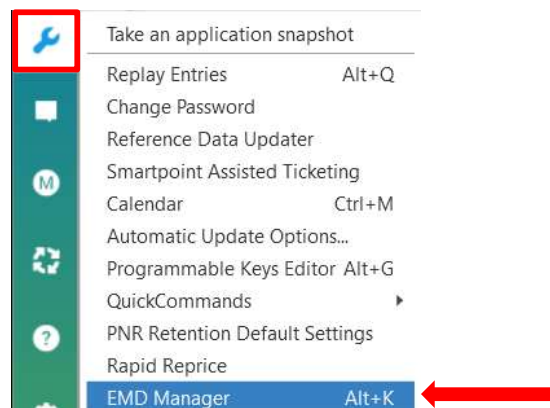


## Launch EMD Manager

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

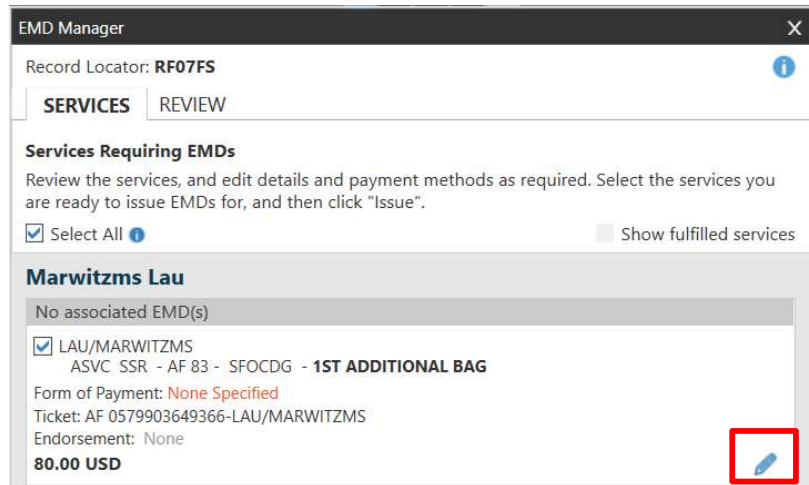
Or

Press Alt + K

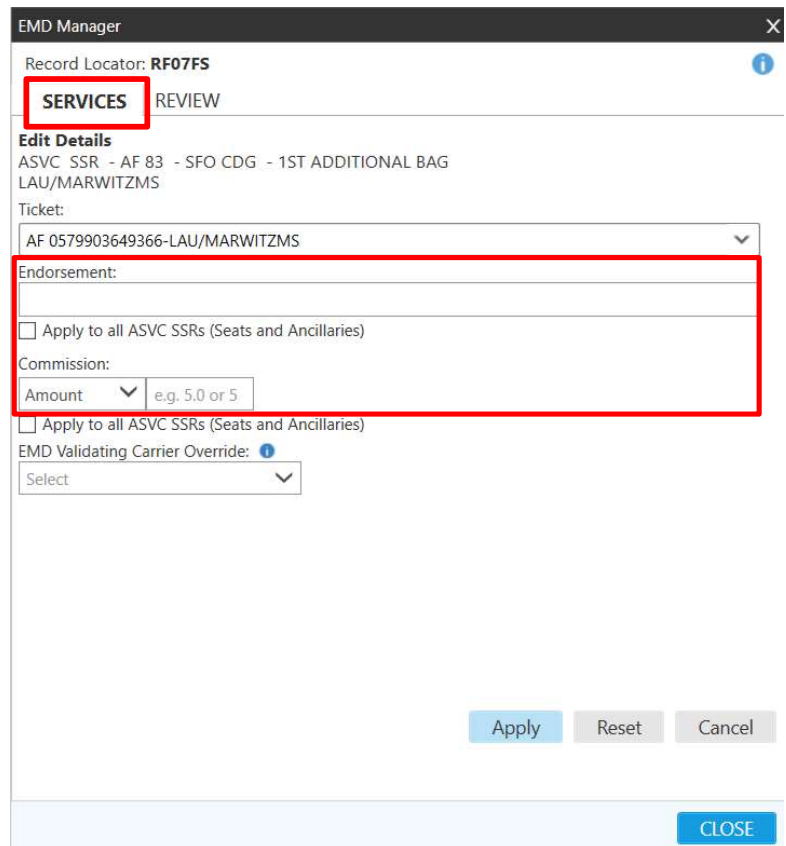


## Issue EMD-A by EMD Manager

Select 'Pencil' icon brings into 'SERVICES' tab



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

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

The screenshot shows the 'EMD Manager' window with the 'SERVICES' tab selected. The 'Record Locator' is 'RF07FS'. Under 'Services Requiring EMDs', there is a section for 'Marwitzms Lau' with a checkbox for 'LAU/MARWITZMS' checked. Below this, 'Form of Payment: Cash' is highlighted with a red box. The ticket number is 'AF 0579903649366-LAU/MARWITZMS' and the amount is '80.00 USD'. At the bottom, the 'Issue' button is highlighted with a red box. Other buttons include 'Print', 'Email', 'Options', 'Edit Payment Method', and 'CLOSE'.

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

The screenshot shows the 'EMD Manager' window with a green success message at the top: '✓ EMD Creation Successful for 1ST ADDITIONAL BAG - LAU/MARWITZMS', which is highlighted with a red box. The 'Record Locator' is 'RF07FS'. The 'SERVICES' tab is selected, and the 'Marwitzms Lau' section shows 'No services to display.' The 'Issue' button is now disabled. Other buttons include 'Print', 'Email', 'Options', 'Edit Payment Method', and 'CLOSE'.

## 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

FOE-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 click 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	
<div style="display: flex; justify-content: space-between;"> <span>&gt;EMD DETAIL DISPLAY</span> <span>:</span> </div> <div style="display: flex; justify-content: space-between;"> <span>&gt;EMD VOID</span> <span>:</span> </div> <div style="display: flex; justify-content: space-between;"> <span>&gt;EMD REFUND</span> <span>:</span> </div>					

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 .PI
>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

The screenshot shows a booking file interface with several buttons at the top: \*ALL, \*P, \*TD, \*FF, \*VL, \*VR, \*SI, \*EM, \*HTI, \*HTE, \*RU, and \*DAS. Below these buttons is a shopping cart icon. The main content area displays the following information:

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

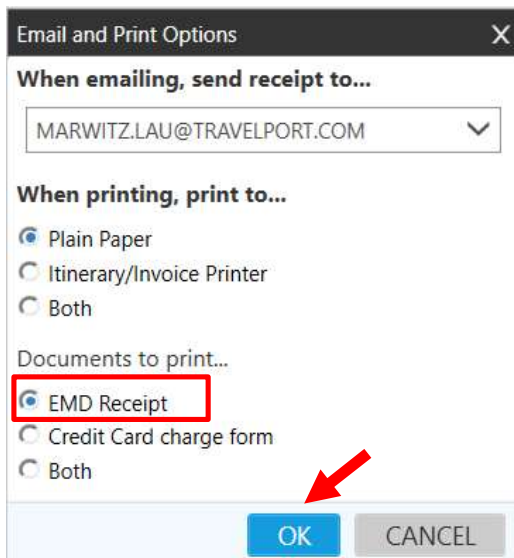
EMAIL ADDRESS AND COMMENTS

TO- 1. MARWITZ.LAU@TRAVELPORT.COM

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

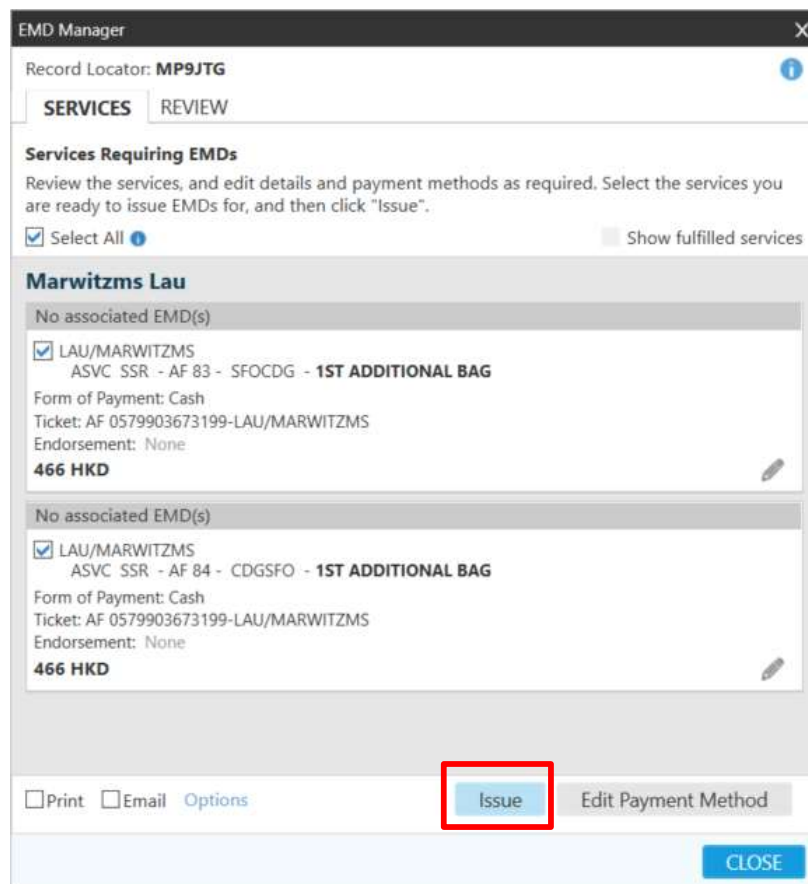
The screenshot shows the EMD Manager interface. At the top, it says "Record Locator: MP9JTG". Below this are two tabs: "SERVICES" and "REVIEW". The "SERVICES" tab is active. Under "Services Requiring EMDs", there is a checkbox labeled "Select All" and a link "Show fulfilled services". Below this, there are two sections for "Marwitzms Lau". Each section has a checkbox labeled "LAU/MARWITZMS" and a description "ASVC SSR - AF 83 - SFOCDG - 1ST ADDITIONAL BAG". Below each description, it says "Form of Payment: Cash", "Ticket: AF 0579903673199-LAU/MARWITZMS", and "Endorsement: None". At the bottom of the interface, there are four buttons: "Print", "Email", "Options", and "Issue". The "Options" button is highlighted with a red box. To the right of the "Options" button is a button labeled "Edit Payment Method". At the bottom right, there is a "CLOSE" button.

**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



The 'Email and Print Options' dialog box is shown. It has a title bar with a close button (X). The first section, 'When emailing, send receipt to...', contains a dropdown menu with 'MARWITZ.LAU@TRAVELPORT.COM' selected. The second section, 'When printing, print to...', has three radio buttons: 'Plain Paper' (selected), 'Itinerary/Invoice Printer', and 'Both'. The third section, 'Documents to print...', has three radio buttons: 'EMD Receipt' (selected and highlighted with a red box), 'Credit Card charge form', and 'Both'. At the bottom are 'OK' and 'CANCEL' buttons. A red arrow points to the 'OK' button.

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



The 'EMD Manager' window is shown. It has a title bar with a close button (X). The 'Record Locator' is 'MP9JTG'. There are two tabs: 'SERVICES' (selected) and 'REVIEW'. Below the tabs is a section 'Services Requiring EMDs' with instructions: '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".' There are two checkboxes: 'Select All' (checked) and 'Show fulfilled services' (unchecked). Below this is a section for 'Marwitzms Lau'. It contains two entries, each with a 'No associated EMD(s)' header and a list of services. The first entry is 'LAU/MARWITZMS' with 'ASVC SSR - AF 83 - SFOCDG - 1ST ADDITIONAL BAG'. The second entry is 'LAU/MARWITZMS' with 'ASVC SSR - AF 84 - CDGSFO - 1ST ADDITIONAL BAG'. Both entries show 'Form of Payment: Cash', 'Ticket: AF 0579903673199-LAU/MARWITZMS', 'Endorsement: None', and '466 HKD'. At the bottom are checkboxes for 'Print' and 'Email', an 'Options' link, an 'Issue' button (highlighted with a red box), an 'Edit Payment Method' button, and a 'CLOSE' button.

## 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 window with the following details:

- Record Locator:** RF07FS
- Tabs:** SERVICES, **REVIEW** (highlighted with a red box)
- Viewing EMD-A** 0579991161997
- RF07FS/1G/8YN6 14537482**
- LAU/MARWITZMS**
- Details Table:**

Cpn	RFISC	Description	Value	Date	Status
1	C-0CC	1ST ADDITI...	80.00 USD		OPEN FOR USE
- Document Details:**
  - ASSOCIATED TO TKT: 057 9903649366
  - FARE CALC INDICATOR: 0
  - SFO AF PAR80.00USD80.00END
  - BASE: USD 80.00
  - EQUIV:
  - TOTAL: USD 80.00
  - FOP: CA
  - 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
- EMD TOTAL:** 80.00 USD
- Buttons:** Void (highlighted with a red box), Refund, CLOSE

Answer 'Yes to confirm

The screenshot shows the VOID confirmation dialog box with the following details:

- VOID**
- Text:** There may be penalties associated with voids. Are you sure you want to void this EMD?
- Buttons:** Yes (highlighted with a red box), No

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, UMNRR) 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@