



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

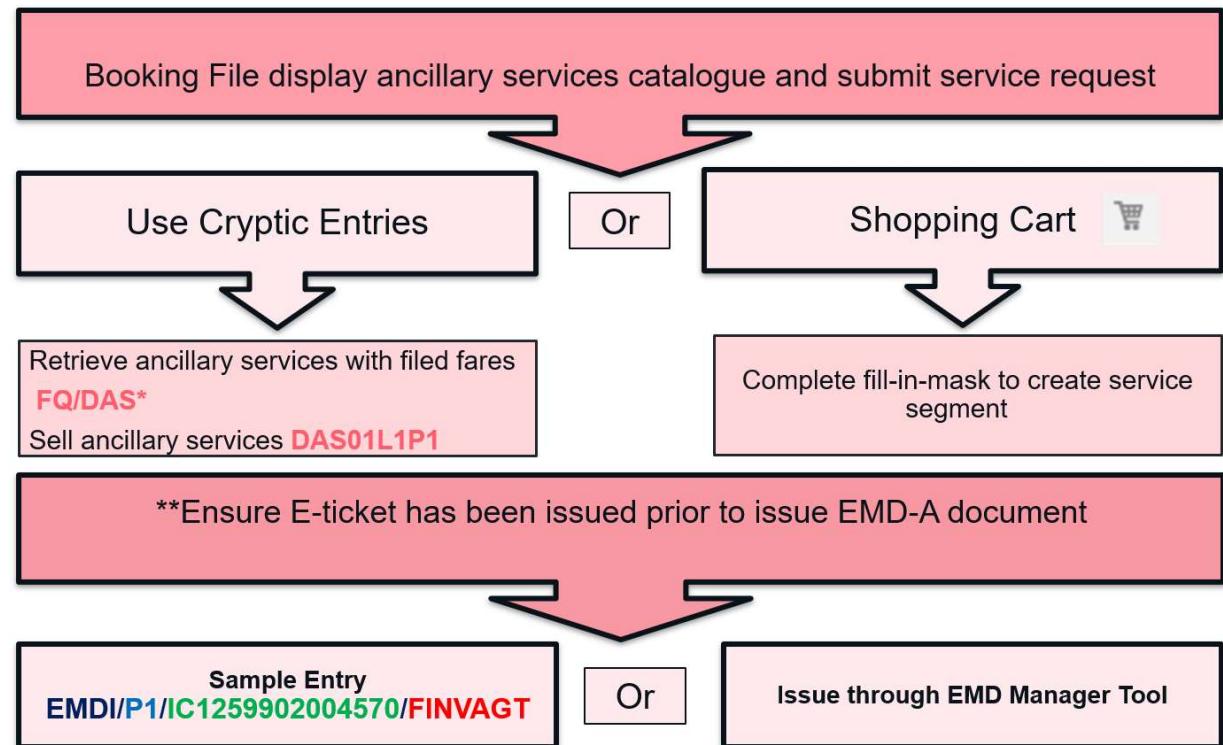
To view airlines' participating information about issuance of EMD.

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

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

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

BKD:ECOPRO				VIEW	
ADDITIONAL BRANDS INFO					
>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 APPLYSEE >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					
ADT	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

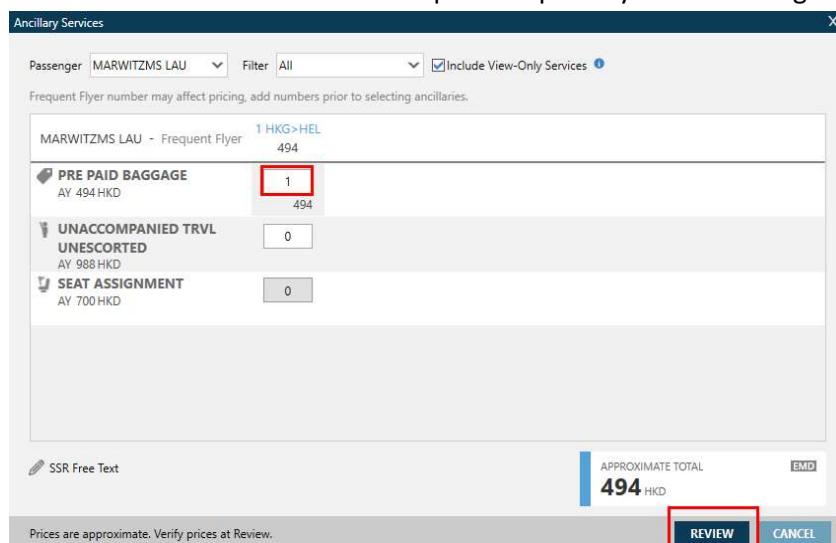
Click 'Trolley' icon to find out ancillary services provided from airline.



8J167G/61 HKGNH C339614 AG 13305213 19JAN
1.1LAU/MARWITZMS
1. AY 100 Y 16NOV HKGHEL HK1 0045 0525 0* E TH

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

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



Passenger MARWITZMS LAU Filter All Include View-Only Services

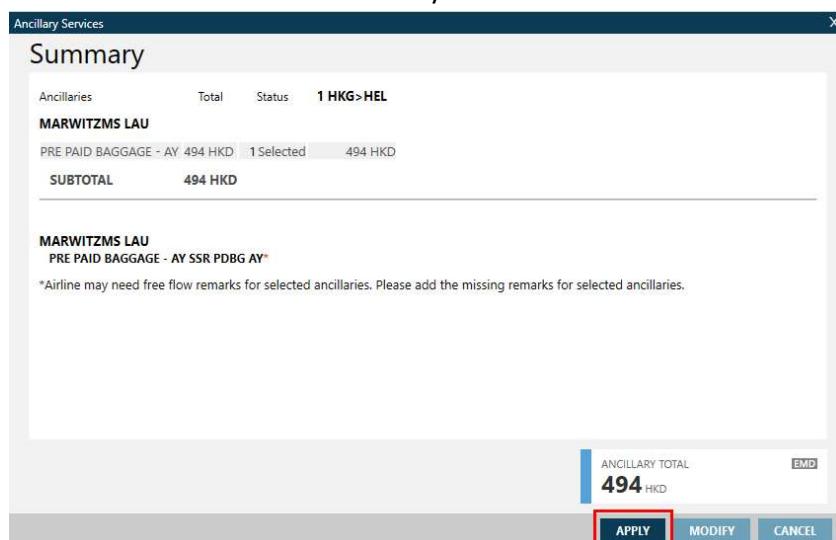
Frequent Flyer number may affect pricing, add numbers prior to selecting ancillaries.

MARWITZMS LAU - Frequent Flyer	1 HKG>HEL
	494
<input checked="" type="checkbox"/> PRE PAID BAGGAGE AY 494 HKD	<input type="text" value="1"/>
<input type="checkbox"/> UNACCOMPANIED TRVL UNESCORDED 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

Click on 'REVIEW' to view Summary.



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.

ANCILLARY TOTAL 494 HKD EMD

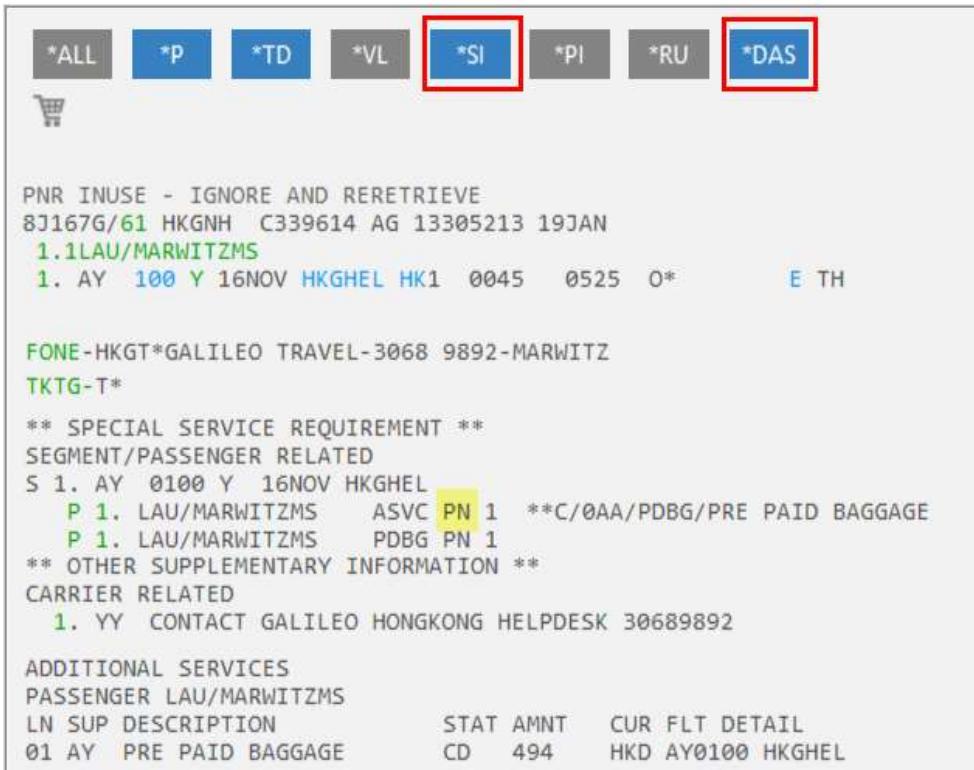
APPLY MODIFY CANCEL

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



PNR INUSE - IGNORE AND RERETRIEVE
8J167G/61 HKGNH C339614 AG 13305213 19JAN
1.1LAU/MARWITZMS
1. AY 100 Y 16NOV HKGHEL HK1 0045 0525 0* E TH

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

** SPECIAL SERVICE REQUIREMENT **
SEGMENT/PASSENGER RELATED
S 1. AY 0100 Y 16NOV HKGHEL
P 1. LAU/MARWITZMS ASVC PN 1 **C/0AA/PDBG/PRE PAID BAGGAGE
P 1. LAU/MARWITZMS PDBG PN 1

** OTHER SUPPLEMENTARY INFORMATION **
CARRIER RELATED
1. YY CONTACT GALILEO HONGKONG HELPDESK 30689892

ADDITIONAL SERVICES
PASSENGER LAU/MARWITZMS
LN SUP DESCRIPTION STAT AMNT CUR FLT DETAIL
01 AY PRE PAID BAGGAGE CD 494 HKD AY0100 HKGHEL

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/INVAGT

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.

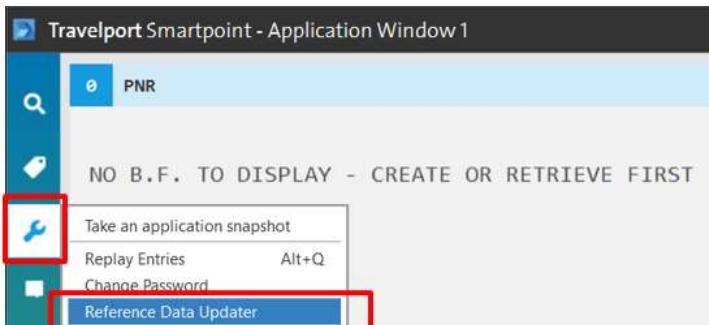
Modifier:	Code:	Example:
Commission	Z ZA	Z7 (percent) ZA15 (amount)
Form of Payment	F	FCK
Endorsement	ER	ERNON-REFUNDABLE
Print support documents to itinerary/invoice printer (use with document code selection)	PI-	PI-R
Print support documents to plain paper printer (use with document code selection)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

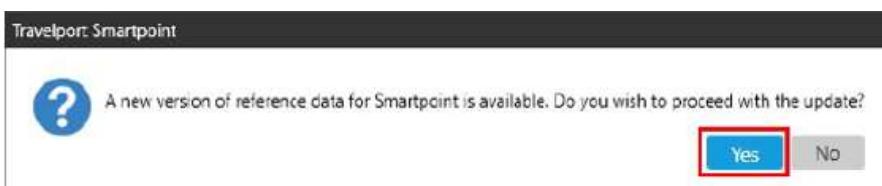
- ❑ As EMDs are becoming more widely adopted globally, this tool assist EMD issuance without using cryptic entries
- ❑ The reference data table contains EMD issuance, voiding and refunds information provided by the airlines. You must keep the reference data current for EMD Manager to work properly
-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

How to update Reference Data in Smartpoint?

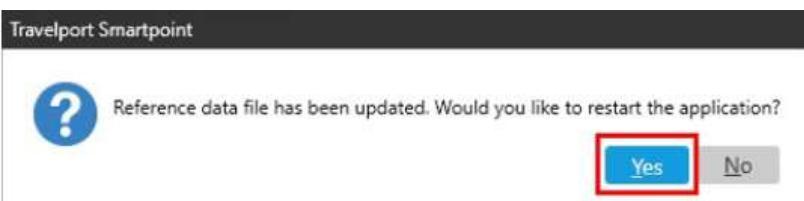
Click 'Tools' icon from navigation menu and choose 'Reference Data Updater' option



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

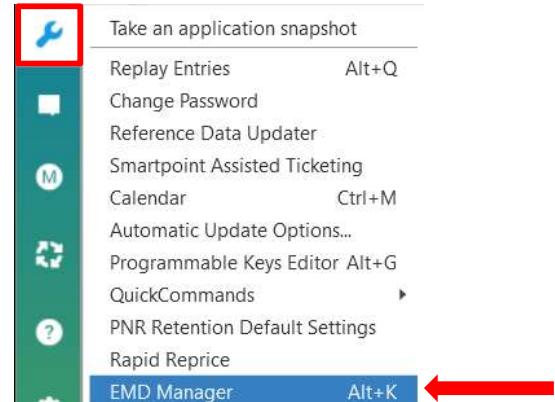


Launch EMD Manager

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

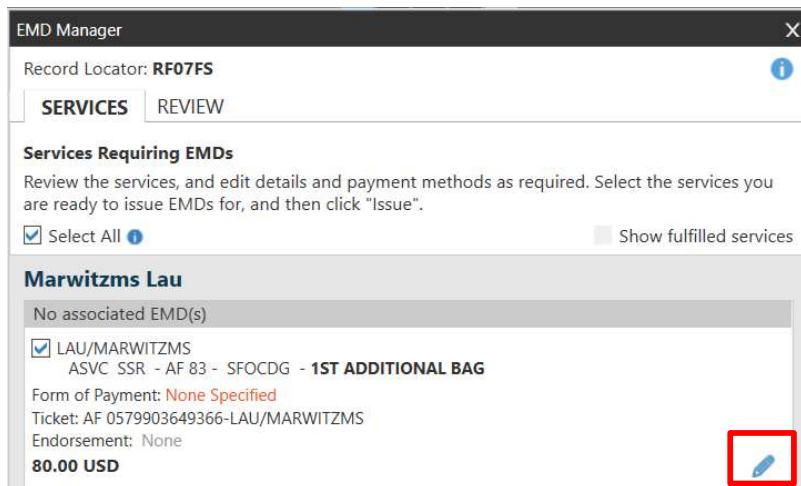
Or

Press Alt + K

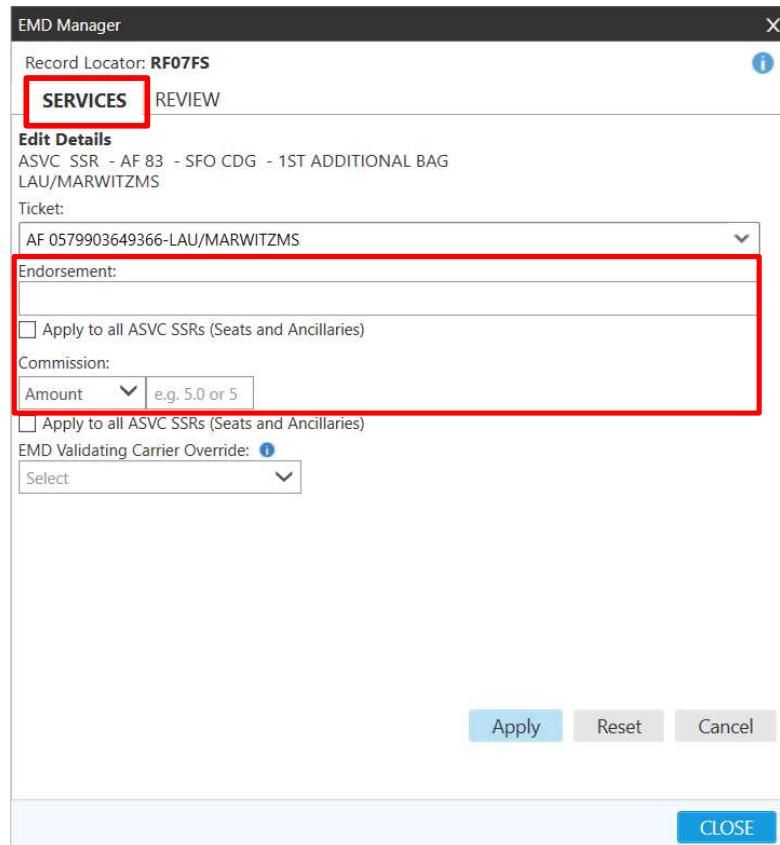


Issue EMD-A by EMD Manager

Select 'Pencil' icon brings into 'SERVICES' tab



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



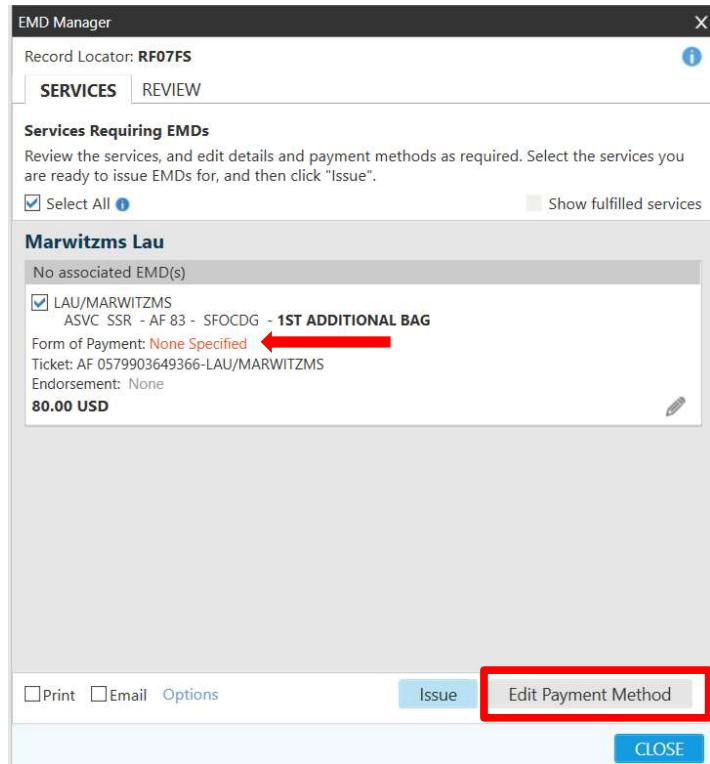
Choose 'Apply' if changes
have made

Or

Choose 'Cancel' return back to
previous screen

Form of Payment show 'None Specified'.

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



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 Info

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

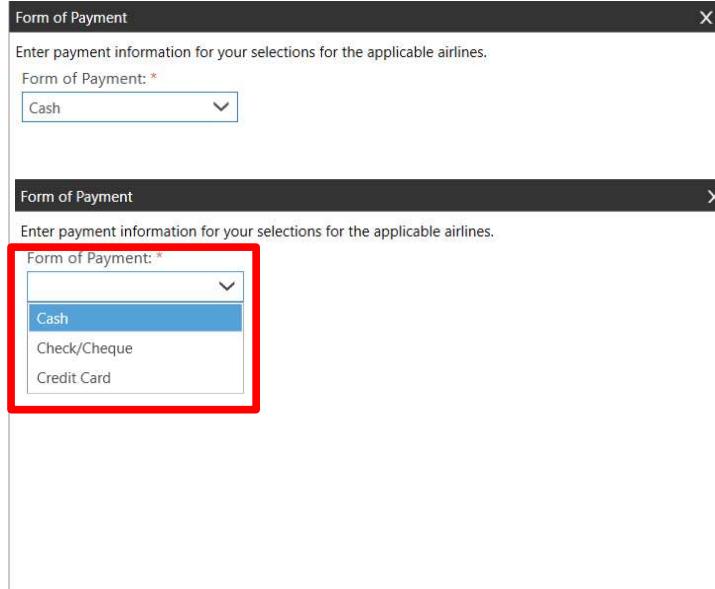
80.00 USD

Print Email Options

Issue Info **Edit Payment Method** Info

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

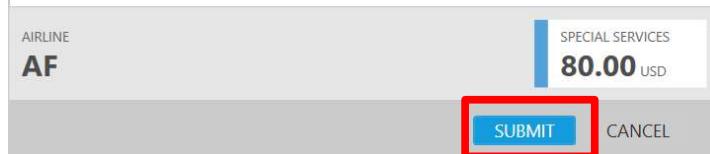
Form of Payment:

Cash

Check/Cheque

Credit Card

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



AIRLINE

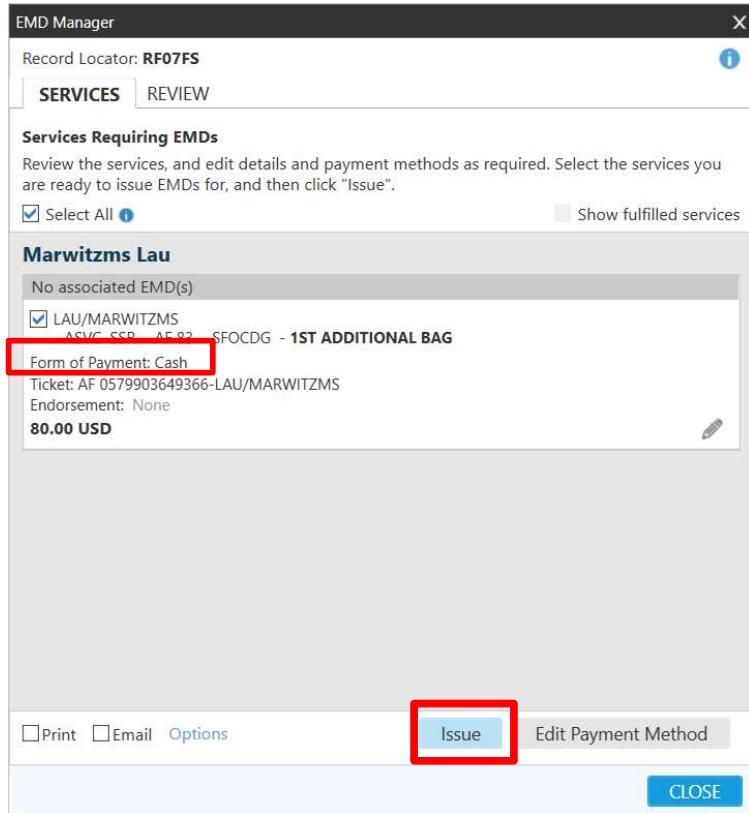
AF

SPECIAL SERVICES

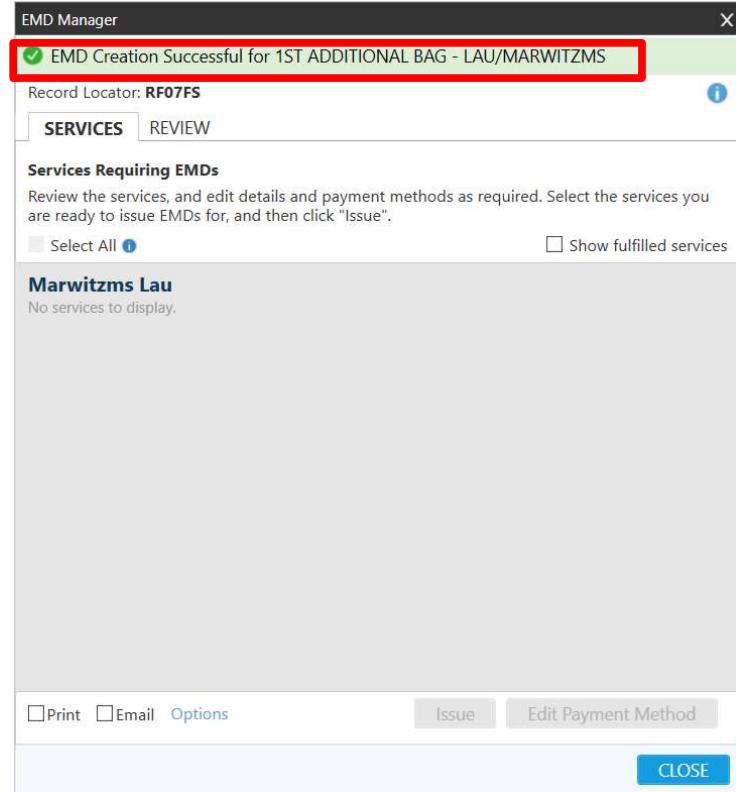
80.00 USD

SUBMIT CANCEL

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 CGDSFO 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 MISCELLANEOUS 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 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
 >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



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 TKNF 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	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.
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 11MAR21 AIR FRANCE 0083Q SAN FRANCISCO/SFO TO PARIS/CDG ASSOCIATED TKT: 0579903673199	HKD	466
CPN 2 C: BAGGAGE / 1ST ADDITIONAL BAG 18MAR21 AIR FRANCE 0084Q PARIS/CDG TO SAN FRANCISCO/SFO ASSOCIATED TKT: 0579903673199	HKD	466
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

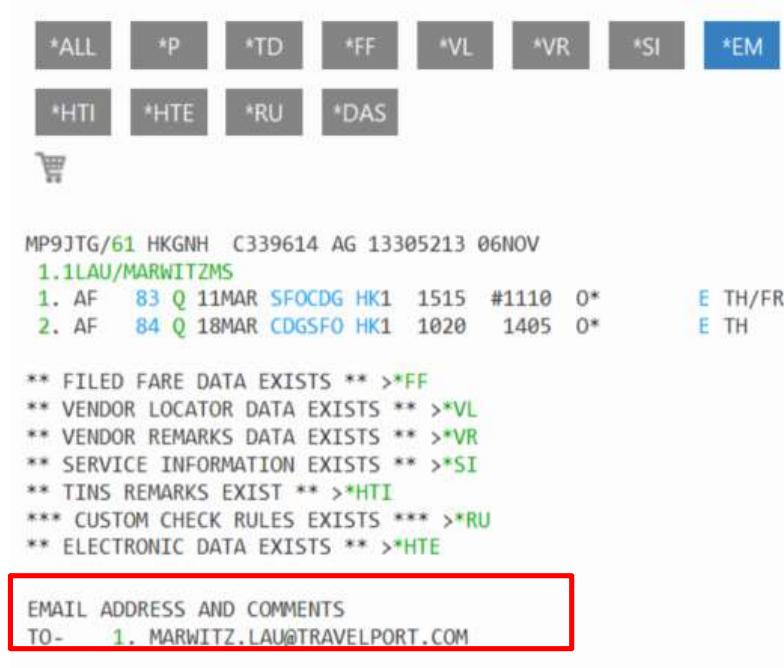
>EMD AUDIT/AGENT -DI
>EMD CUSTOMER RECEIPT -..

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 grid of buttons for Print/Email options. The 'EM' button is highlighted in blue. Below the buttons, a booking file is displayed with an email address in the 'TO-' field.

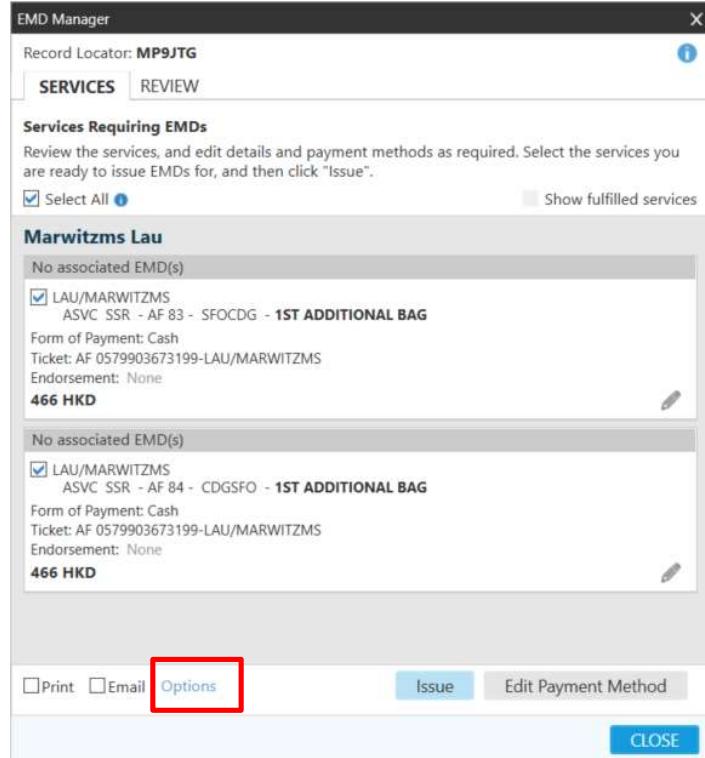
*ALL *P *TD *FF *VL *VR *SI *EM
*HTI *HTE *RU *DAS

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

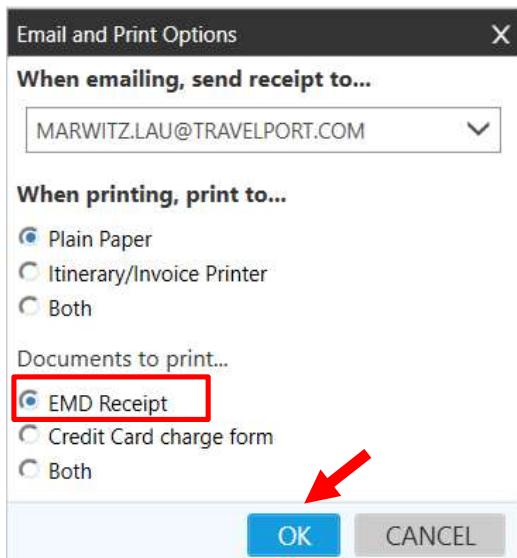
** FILED FARE DATA EXISTS ** >*FF
** VENDOR LOCATOR DATA EXISTS ** >*VL
** VENDOR REMARKS DATA EXISTS ** >*VR
** SERVICE INFORMATION EXISTS ** >*SI
** TINS REMARKS EXIST ** >*HTI
*** CUSTOM CHECK RULES EXISTS *** >*RU
** ELECTRONIC DATA EXISTS ** >*HTE

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

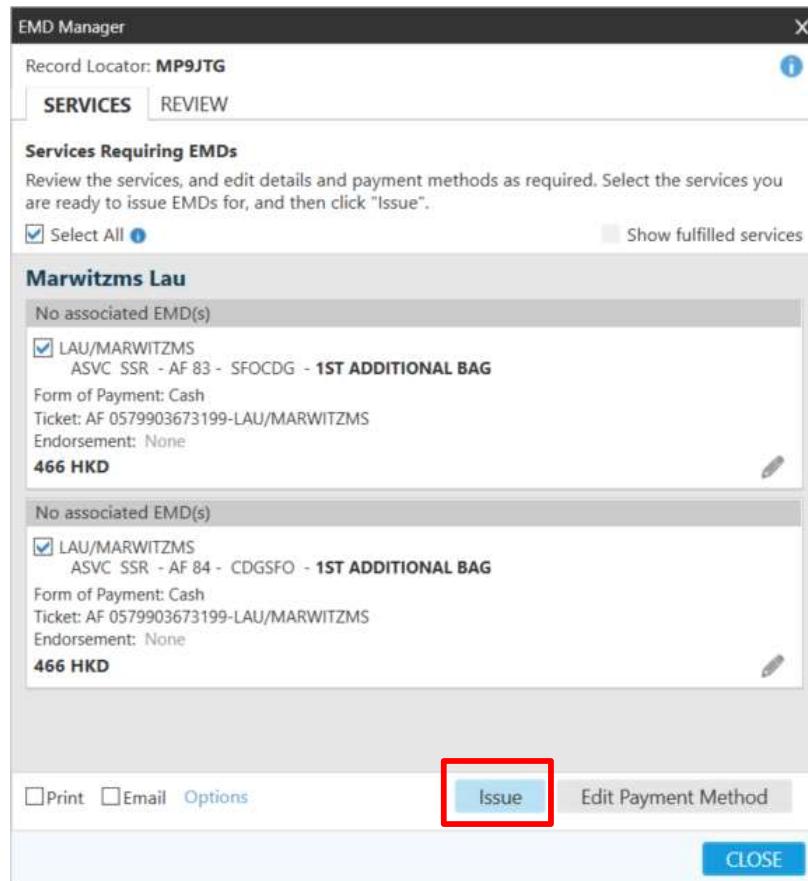
Step 2: Open EMD Manager and click 'Options' link



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

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
Board: Hong Kong/HKG	CX0615
Destination: Bangkok/BKK	
Associated Ticket Number: 1609903930008	

A: Air transportation/SEAT ASSIGNMENT	USD 53.00
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**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      .V
>EMD REFUND      ..
```

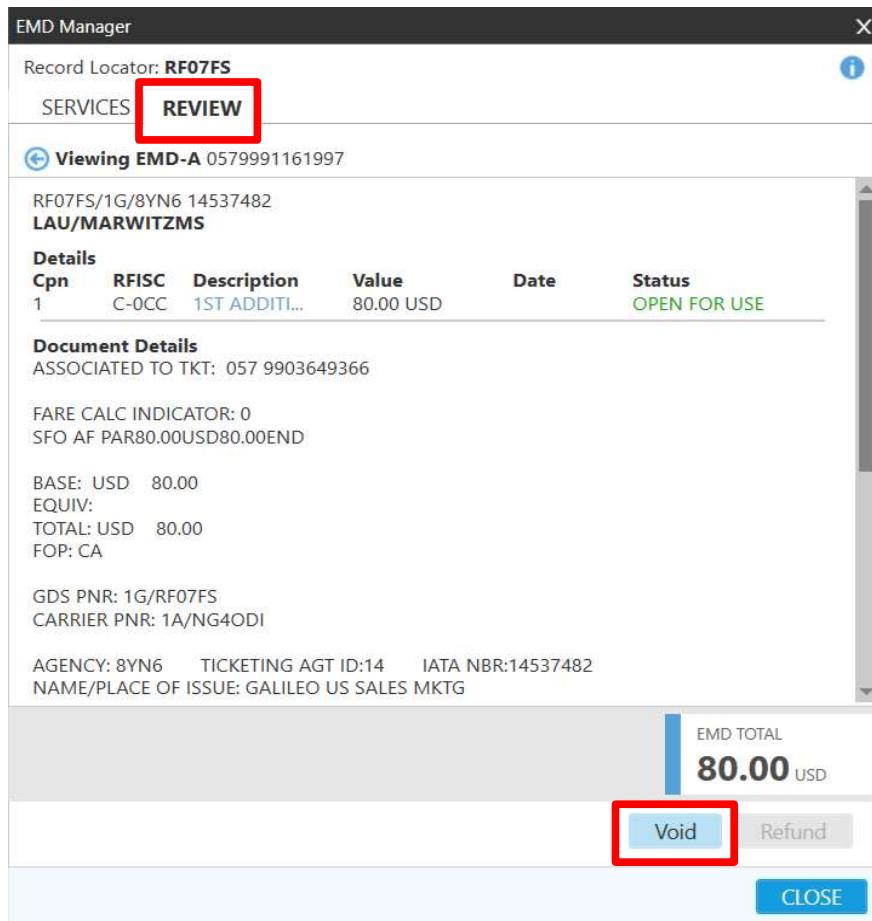
- Method 3: Use cryptic entry >EMDV0579991161997

Response:

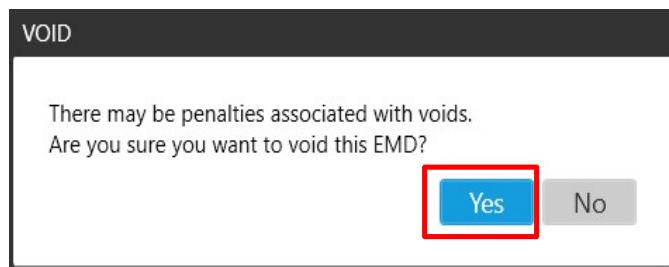
```
EMD 0579991161997 VOIDED - SAC 057CBSY1KJFD9
```

- Method 4: Using EMD Manager

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



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 *FEES
057E9903649366		LAU/MARWITZMS	828.00 521.85 5.00
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@