



# **EMD-S (Standalone Electronic Miscellaneous Document)**

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## EMD-S (Standalone Electronic Miscellaneous Document)

### What is an EMD-S

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

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

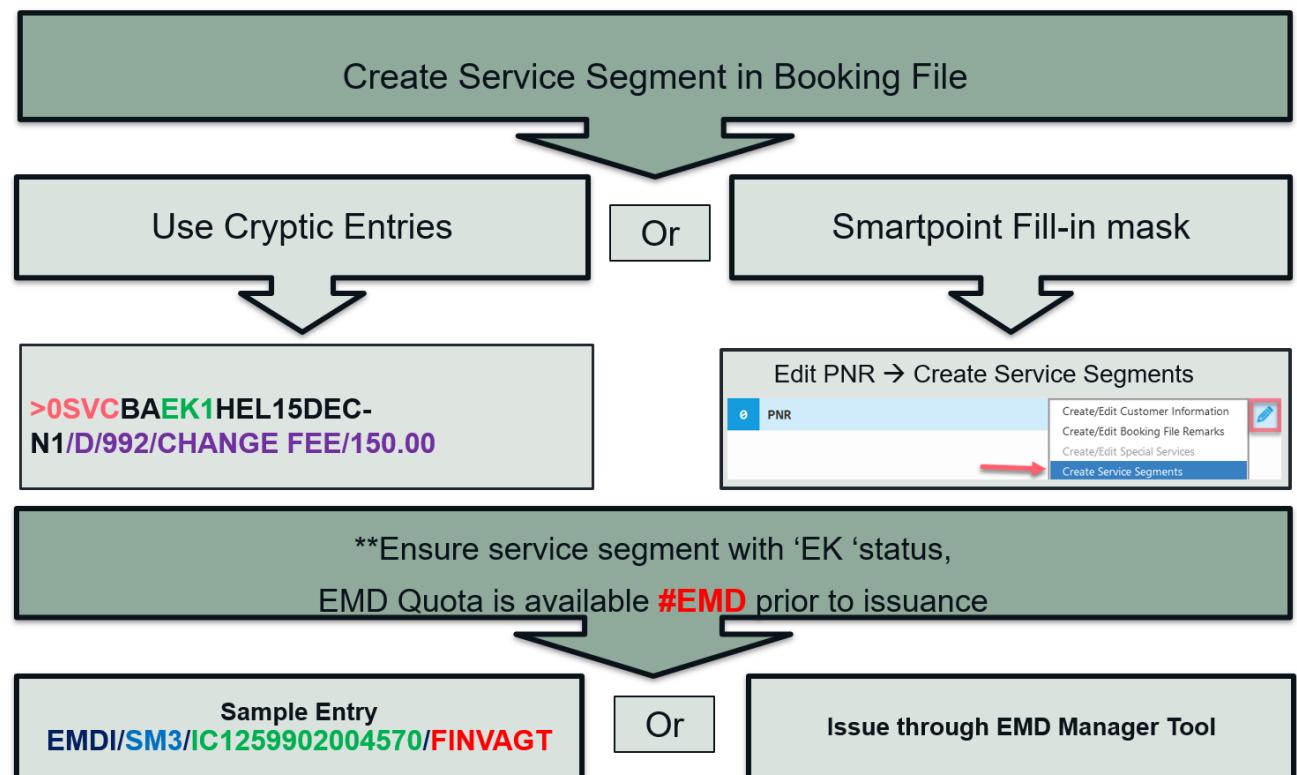
To view airlines' participating information about issuance of EMD.

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-S

- Before you can issue a Standalone EMD, you must first have a completed Booking File.
- An e-ticket must have been issued, unless the booking is for a group deposit.
- You must also add a request for the additional service via a manual SVC segment or fill-in-format within the itinerary.
- When adding a manual SVC segment, a Reason for Issuance Code (RFIC) and a Reason for Issuance Sub Code (RFISC) are required. Each airline can choose which code to use and each airline may have different requirements. Refer each airlines' fact sheet from MyTravelport.com
- An EMD-S can only be issued for one passenger name at a time. Where an EMD-S is required for more than one passenger, a separate EMD issue entry must be made for each passenger.
- The EMD issue entry automatically picks up the original Form of Payment within the Booking File. However, you can override it using an issue entry modifier.

## EMD-S Workflow



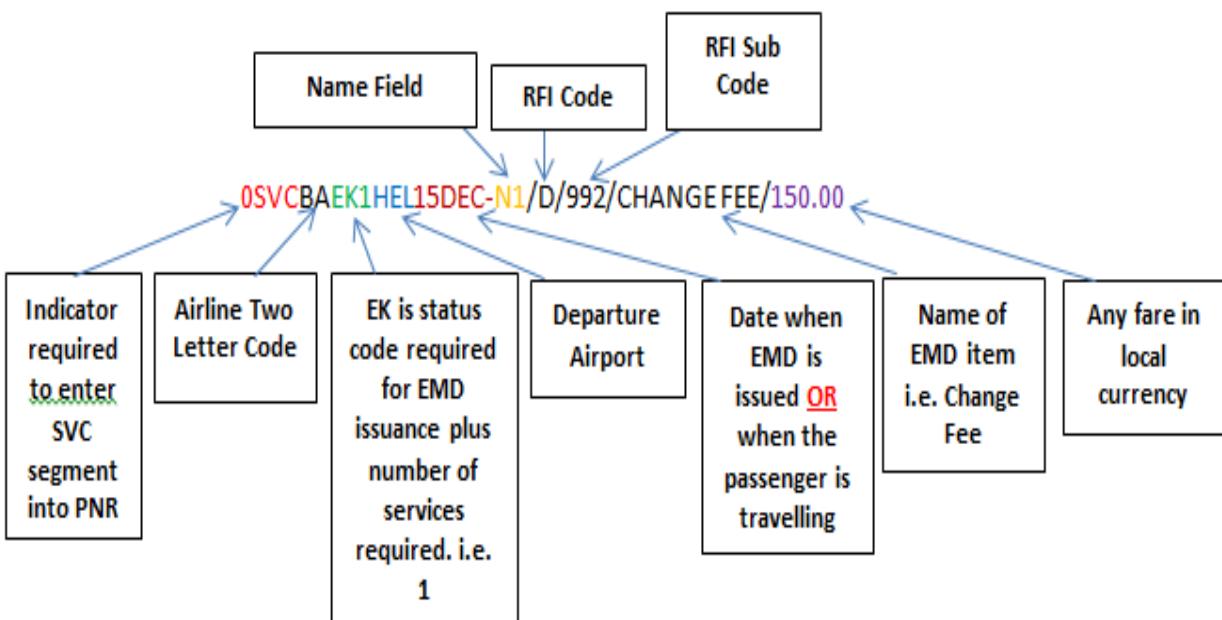
### Process to issue EMD-S (e.g. Change Fee)

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

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

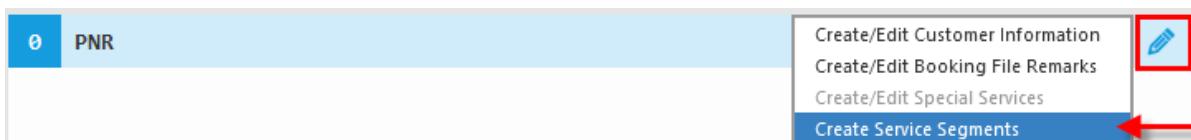
##### STEP 1 - Creation of service segments

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



## **Method 2** - Create service segments using **fill-in-format**

In Smartpoint from the **PNR** Viewer window, select **Edit PNR** icon



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

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

The image shows the 'Create Service Segments' dialog box. At the top, it says 'Service segments are created for items such as change fees, penalty fees, lounge access etc.' Below that is a 'Passenger:' field with 'MARWITZMS LAU' selected. A note below says 'Include basic information for documentation purposes. You can select a segment or manually input the airline, date, and city codes.' The 'Segment:' field contains '2 - UA 869 Q 16MAR SFOHKG'. Below that is a section for 'Reason Codes:' with 'D - 993 Rebooking Fee Intl' selected. There is also a 'Reason Code Description Override:' field with 'D - 993' and 'Rebooking Fee Intl'. At the bottom, there is a 'Fee:' field with '2000' entered, and buttons for 'SUBMIT' and 'CLOSE'.

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

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

 EM airline does not offer stand alone services.

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

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

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

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

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

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

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

Sample of booking file with service segment created

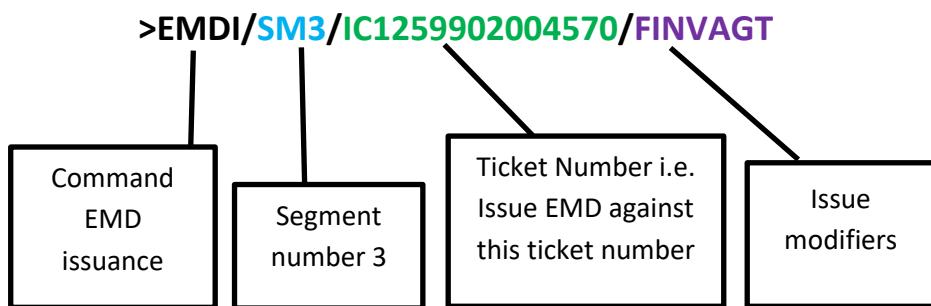
QTV0SA/42 HKGNH C440425 AG 13305213 07MAR
1.1CHOW/EMILY
1. BA 28 V 01DEC HKGLHR HK1 2345 #0500 0* E MO
2. BA 6036 V 02DEC LHRHEL HK1 0730 1225 0* E TU
OPERATED BY FINNAIR
3. SVC BA EK1 HEL 15DEC-D/992/CHANGE FEE/NM-1CHOW/EMILY//150/HKD
4. BA 799 V 15DEC HELLHR HK1 1710 1820 0* E MO
5. BA 27 V 15DEC LHRHKG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

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

**STEP 2 - Cryptic Entry for EMD issuance**

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

EMD issuance command:



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

TRAVELPORT EMD (1.2)

Quota: { BA : 10 }

REFRESH

EMD COMMAND: EMDI/SM3/IC1259902004570/FINVAGT

SUBMIT CLOSE

After click 'SUBMIT', EMD quota will be deducted and auto refreshed to show remain EMD quota.

TRAVELPORT EMD (1.2)

Quota: { BA : 9 }

REFRESH

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

EMD COMMAND: EMDI/SM3/IC1259902004570/FINVAGT

**SUBMIT** CLOSE

EMD Success.

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

Click 'CLOSE' return to booking file

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

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

Note:

Depends on each carrier, you may enter EMD number manually in OSI field

**SI.BA\*1259992057078 ISSD FOR REBOOKING FEE**

## Issue Modifiers for the 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.

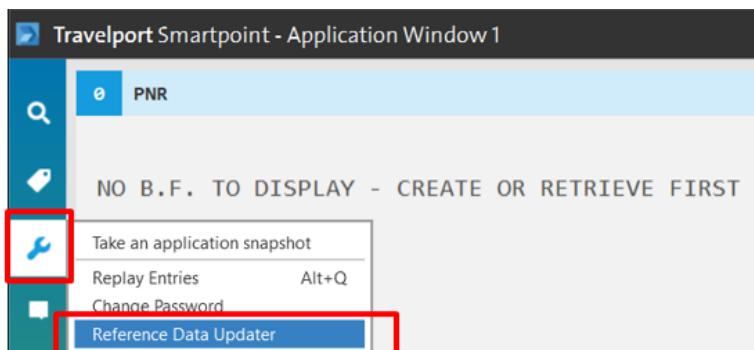
Modifier:	Code:	Example:
Commission	Z ZA	Z7 (percent) ZA15 (amount)
Form of Payment	F	FCK
Endorsement	ER	ERNON-REFUNDABLE
Print support documents to itinerary/invoice printer (use with document code selection)	PI-	PI-R
Print support documents to plain paper printer (use with document code selection)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

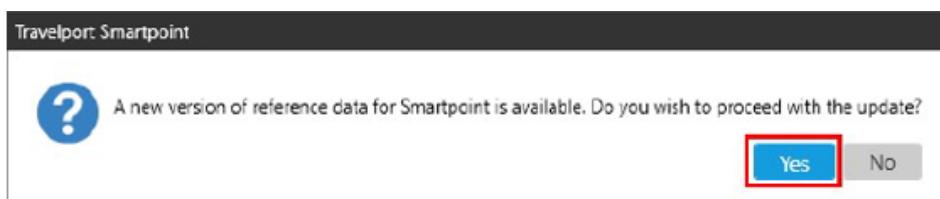
- ❑ As EMDs are becoming more widely adopted globally, this tool assist EMD issuance without using cryptic entries
- ❑ The reference data table contains EMD issuance, voiding and refunds information provided by the airlines. You must keep the reference data current for EMD Manager to work properly
-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

### How to update Reference Data in Smartpoint?

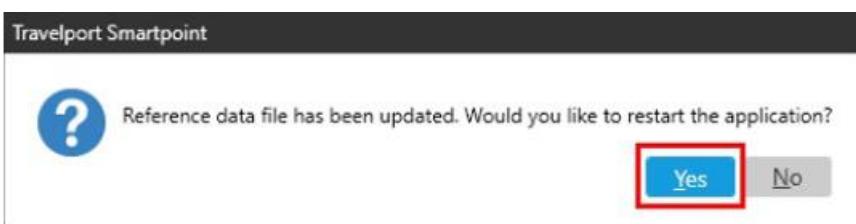
Click 'Tools' icon from navigation menu and choose 'Reference Data Updater' option



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

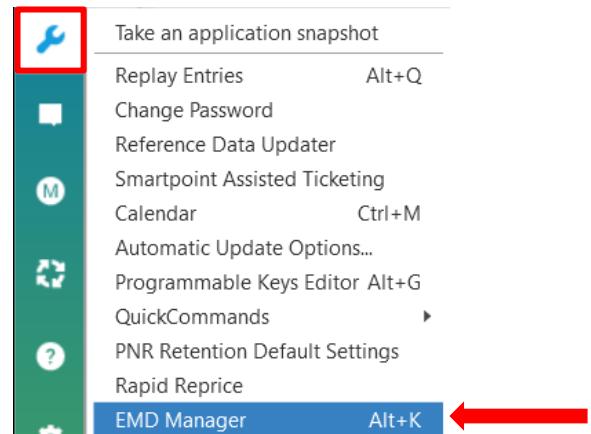


## Launch EMD Manager

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

Or

Press Alt + K



## Using EMD Manager to issue EMD-S

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

PNR-5J4RP6/LAU

\*ALL \*P \*FOP \*TD \*HTI \*HTE

5J4RP6/61 HKGNH C339614 AG 13305213 12NOV

1.1AU/MARWITZMS

1. UA 862 Q 10MAR HKGSFO HK1 1220 0825 0\* E WE

2. UA 869 O 16MAR SFOHKG HK1 1330 #1920 0\* E TU/WE

3. SVC UA EK1 SFO HKG 17MAR-D/993/REBOOKING FEE INTL/NM-1LAU/MARW ITZMS//2000/HKD

*\*\*Refer Process to issue EMD-S (Service segment creation)*

## Step 2: Launch EMD Manager

EMD Manager

Record Locator: 5J4RP6

**SERVICES** **REVIEW**

**Services Requiring EMDs**

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

Select All i  Show fulfilled services

**Marwitzms Lau**

No associated EMD(s)

LAU/MARWITZMS  
SVC Segment 3 - UA - SFOHKG - REBOOKING FEE INTL  
Form of Payment: Credit Card AX 370000000000028/D1228 (PNR)  
Ticket: UA 0169904047801-LAU/MARWITZMS  
Endorsement: None  
**2000 HKD**

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

## Step 3: Select 'Edit Payment Method' button to choose Form of Payment if required

Form of Payment

Enter payment information for your selections for the applicable airlines.

Form of Payment: \*

Credit Card

Cardholder's Name: As show on the card Card Type: \* AX - American Express

Card Number: \* 370000000000028 Expiration Date: \* 1228

Security Code: CVV Approval Code: 1234

**AIRLINE** **UA** **SPECIAL SERVICES** **2000 HKD**

[SUBMIT](#) [CANCEL](#)

Note: System automatically picks up the original Form of Payment within the booking. And you may override it if required. Then click 'Submit' button to proceed

Sample: - To override by selecting other form of payment 'Cash' from drop down list

Form of Payment

Enter payment information for your selections for the applicable airlines.

Form of Payment: \*

Cash
Cash
Check/Cheque
Credit Card

AIRLINE **UA** SPECIAL SERVICES **2000 HKD**

**SUBMIT** CANCEL

Note: EMD Manager only accept 3 types of form of payment: Cash, Check/Cheque and Credit Card

Step 4: Finally click 'Issue' button to issue EMD-S document

EMD Manager

Record Locator: **5J4RP6**

**SERVICES** REVIEW

**Services Requiring EMDs**

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

Select All i  Show fulfilled services

**Marwitzms Lau**

No associated EMD(s)

LAU/MARWITZMS  
SVC Segment 3 - UA - SFOHKG - REBOOKING FEE INTL

Form of Payment: Cash ←

Ticket: UA 0169904047801-LAU/MARWITZMS  
Endorsement: None  
**2000 HKD**

Print  Email  Options **Issue**  Edit Payment Method

**CLOSE**

Sample:- A successful response returned underneath EMD Manager title

EMD Manager

✓ EMD Creation Successful for REBOOKING FEE INTL - LAU/MARWITZMS

Record Locator: **5J4RP6** i

**SERVICES** REVIEW

**Services Requiring EMDs**

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

Select All i  Show fulfilled services

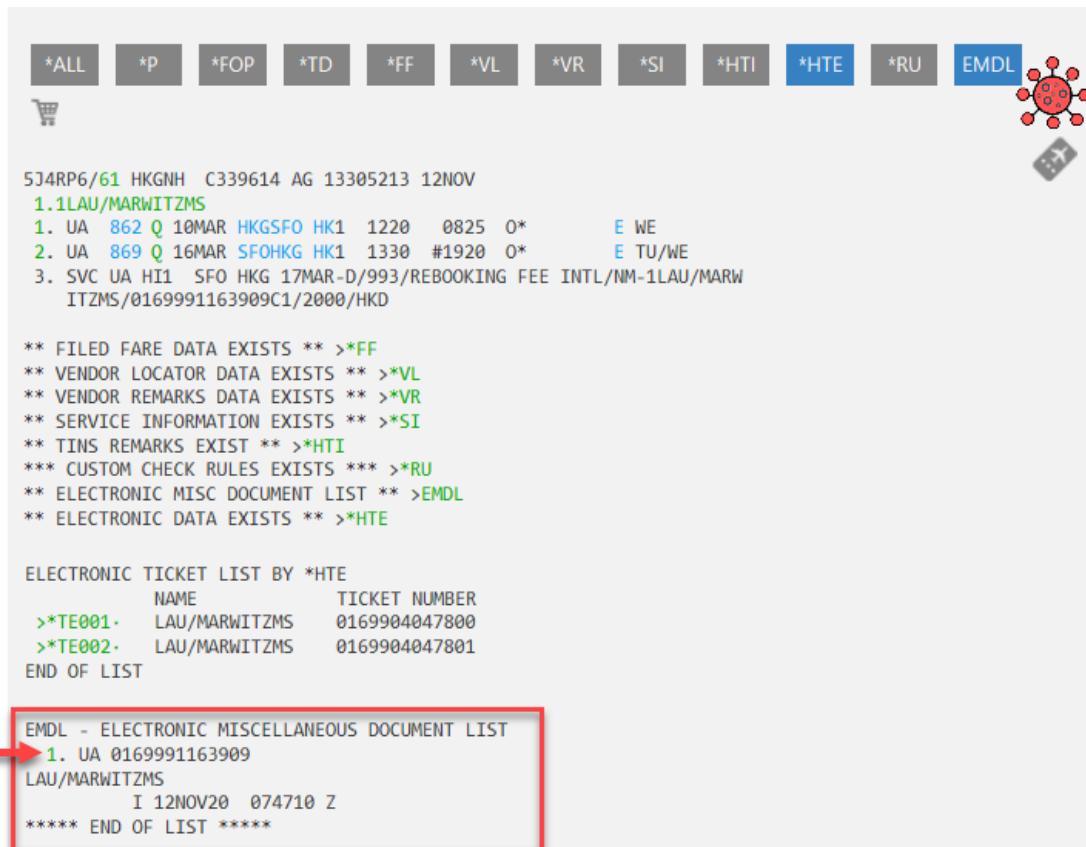
**Marwitzms Lau**

No services to display.

Print  Email  Options **Issue**  Edit Payment Method

**CLOSE**

## Display EMD formation in a booking file



The screenshot shows a booking file interface with various buttons at the top: \*ALL, \*P, \*FOP, \*TD, \*FF, \*VL, \*VR, \*SI, \*HTI, \*HTE, \*RU, and EMDL. The EMDL button is highlighted with a red box and an arrow pointing to it. To the right of the EMDL button is a red virus icon. Below the buttons, the booking file details are listed, including flight information and service fees. A red box highlights the EMDL section, which contains a list of issued EMD documents. The first document in the list is highlighted with a red box and an arrow pointing to it. The document details are: 1. UA 0169991163909 LAU/MARWITZMS I 12NOV20 074710 Z \*\*\*\*\* END OF LIST \*\*\*\*\*.

```

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

5J4RP6/61 HKGNH C339614 AG 13305213 12NOV
1.1AU/MARWITZMS
1. UA 862 Q 10MAR HKGSFO HK1 1220 0825 0* E WE
2. UA 869 Q 16MAR SFOHKG HK1 1330 #1920 0* E TU/WE
3. SVC UA HI1 SFO HKG 17MAR-D/993/REBOOKING FEE INTL/NM-1LAU/MARW
ITZMS/0169991163909C1/2000/HKD

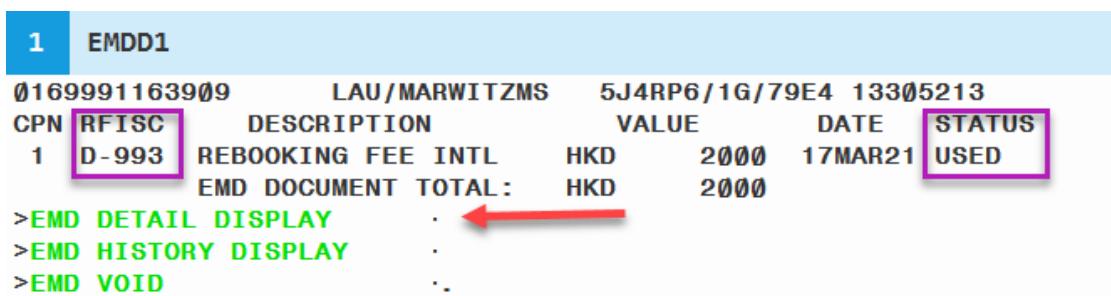
** FILED FARE DATA EXISTS ** >*FF
** VENDOR LOCATOR DATA EXISTS ** >*VL
** VENDOR REMARKS DATA EXISTS ** >*VR
** SERVICE INFORMATION EXISTS ** >*SI
** TINS REMARKS EXIST ** >*HTI
*** CUSTOM CHECK RULES EXISTS *** >*RU
** ELECTRONIC MISC DOCUMENT LIST ** >EMDL
** ELECTRONIC DATA EXISTS ** >*HTE

ELECTRONIC TICKET LIST BY *HTE
      NAME          TICKET NUMBER
>*TE001. LAU/MARWITZMS 0169904047800
>*TE002. LAU/MARWITZMS 0169904047801
END OF LIST

EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
  1. UA 0169991163909
    LAU/MARWITZMS
    I 12NOV20 074710 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



The screenshot shows the EMD Summary screen for document number 0169991163909. The document is issued to passenger D-993 (RFIS) for a REBOOKING FEE INTL service. The total value is HKD 2000, and the date is 17MAR21. The status is 'USED'. Below the summary, there are three green cryptic entries: >EMD DETAIL DISPLAY, >EMD HISTORY DISPLAY, and >EMD VOID.

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

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 .  
0169991163909 LAU/MARWITZMS 5J4RP6/1G/79E4 13305213  
***** EMD 0169991163909 COUPON 1 DETAILS *****  
RFI: D-993 REBOOKING FEE INTL  
DATE OF SERVICE: 17MAR21 QUANTITY OF SERVICES/FEES: 1  
CPN AMT CPN STATUS ESAC  
HKD 2000 FLOWN/USED  
PRESENT TO: UNITED AIRLINES INC  
PRESENT AT: SAN FRANCISCO/SFO  
ROUTING-SFO/HKG  
***** EMD DOCUMENT DETAILS *****  
EMD FARE DATA  
BASE: HKD 2000  
EQUIV:  
TOTAL: HKD 2000  
FOP: CA AMT:2000  
NAME: LAU/MARWITZMS  
GDS PNR: 1G/5J4RP6  
CARRIER PNR: UA/J33WFM  
AGENCY: 79E4 TICKETING AGT ID:14 IATA NBR:13305213  
NAME/PLACE OF ISSUE: GALILEO HK CLASSROOM  
DATE OF ISSUE:12NOV20  
RELATED TO TKT: 0169904047801  
>EMD REDISPLAY SUMMARY .  
>EMD HISTORY DISPLAY .  
>EMD VOID .
```

Sample:- EMD information view under EMD Manager under 'Review' tab

EMD Manager

Record Locator: 5J4RP6

SERVICES REVIEW

Viewing EMD-S 0169991163909

5J4RP6/1G/79E4 13305213  
LAU/MARWITZMS

**Details**

Cpn	RFISC	Description	Value	Date	Status
1	D-993	REBOOKING ...	2000 HKD	17MAR21	FLOWN/USED

**Document Details**

BASE: HKD 2000  
EQUIV:  
TOTAL: HKD 2000  
FOP: CA

GDS PNR: 1G/5J4RP6  
CARRIER PNR: UA/J33WFM

AGENCY: 79E4 TICKETING AGT ID:14 IATA NBR:13305213  
NAME/PLACE OF ISSUE: GALILEO HK CLASSROOM  
DATE OF ISSUE:12NOV20  
RELATED TO TKT: 0169904047801

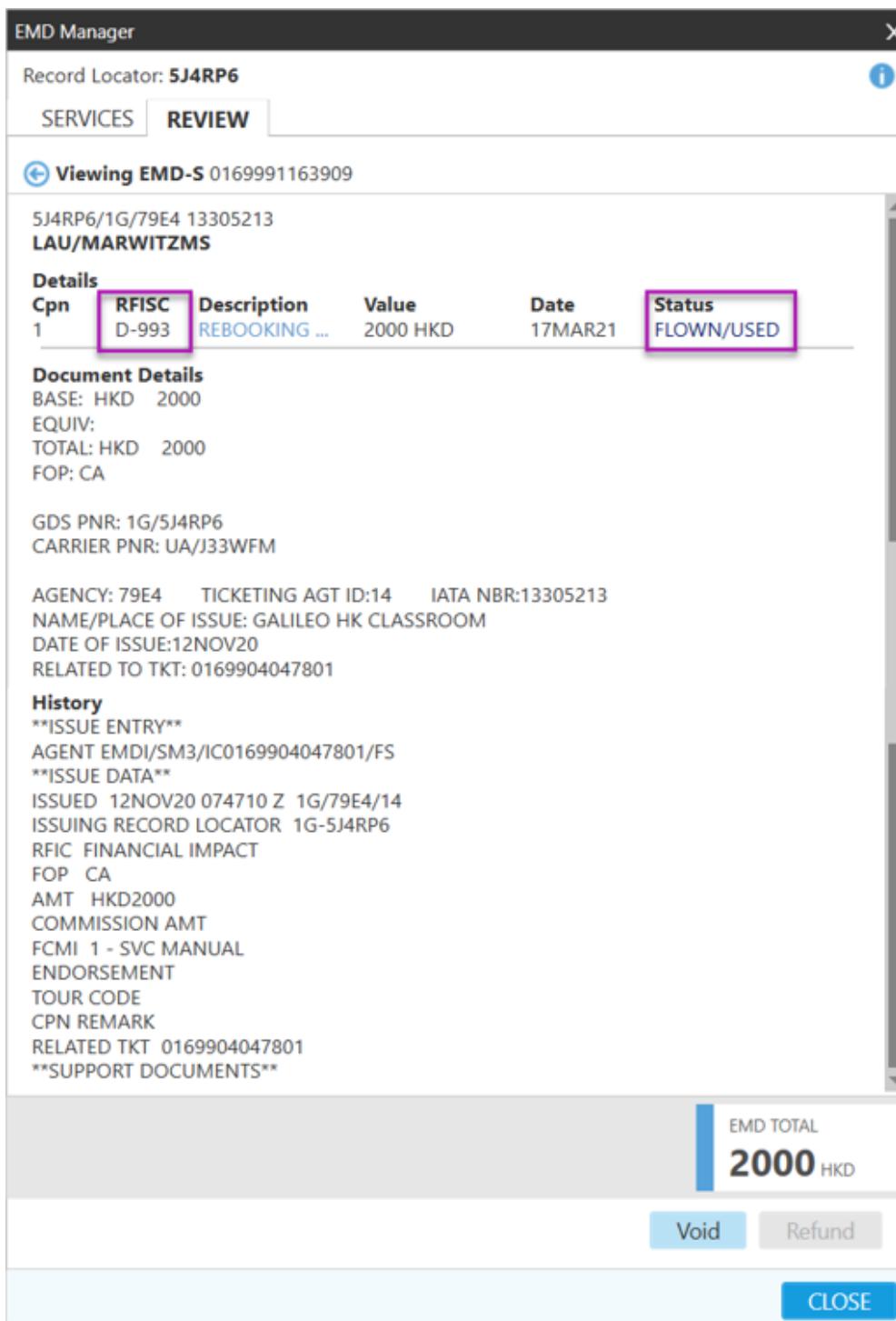
**History**

\*\*ISSUE ENTRY\*\*  
AGENT EMDI/SM3/IC0169904047801/FS  
\*\*ISSUE DATA\*\*  
ISSUED 12NOV20 074710 Z 1G/79E4/14  
ISSUING RECORD LOCATOR 1G-5J4RP6  
RFIC FINANCIAL IMPACT  
FOP CA  
AMT HKD2000  
COMMISSION AMT  
FCMI 1 - SVC MANUAL  
ENDORSEMENT  
TOUR CODE  
CPN REMARK  
RELATED TKT 0169904047801  
\*\*SUPPORT DOCUMENTS\*\*

EMD TOTAL  
**2000** HKD

Void Refund

CLOSE



## TINS Report

Retrieve TINS Report >HMPR/C-UA

GALILEO HK CLASSROOM A	TINS REPORT	12 NOV 20
CURRENCY CODE HKD	IATA NUMBER 13305213	
A/L TKT/STOCK NBR PASSENGER NAME FARE TAX COMM FOP		
		*FEES
016E9904047800	LAU/MARWITZMS	12900 542 5.00 CR
016E9904047801	LAU/MARWITZMS	0 0 0.00 EX
<b>016D9991163909</b>	<b>LAU/MARWITZMS</b>	<b>2000 0 0.00 FS</b>

- EMD number 0169991163909 with 'D' indicator represent EMD document

## Voiding EMD document

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

There are **4** Ways to perform EMD Voiding

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

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

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

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

- Method 3: Use cryptic entry >**EMDV0169991163909**

### Response:

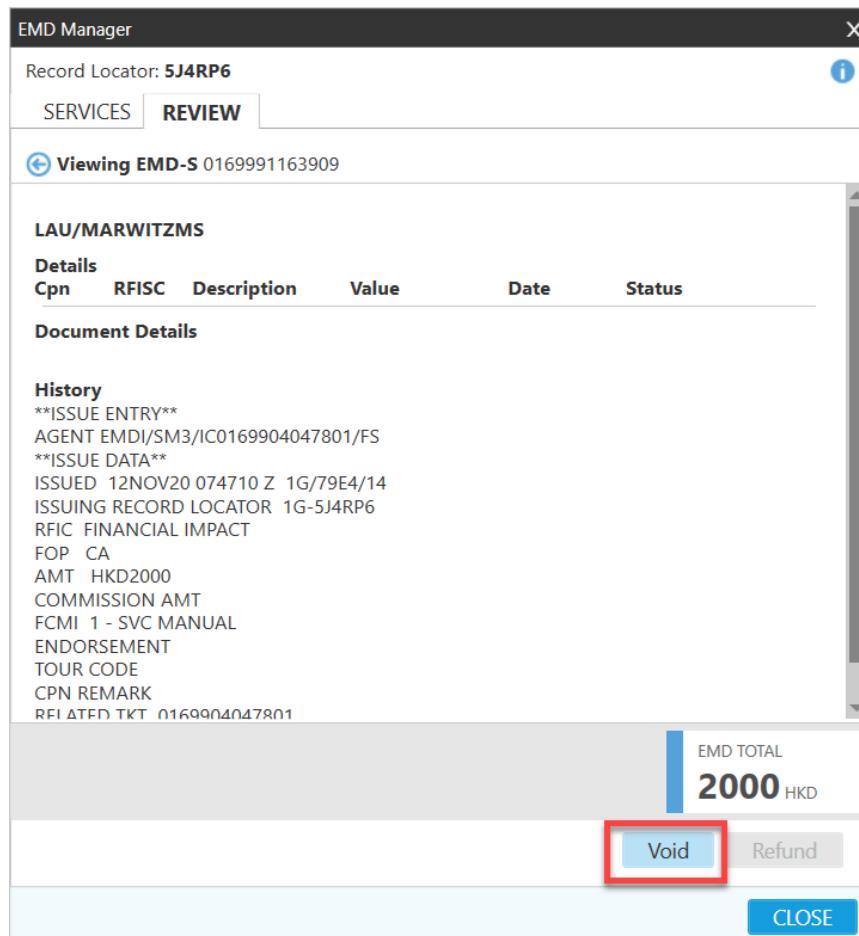
EMD 0169991163909 VOIDED - SAC 7730039603349

- Method 4: Using EMD Manager

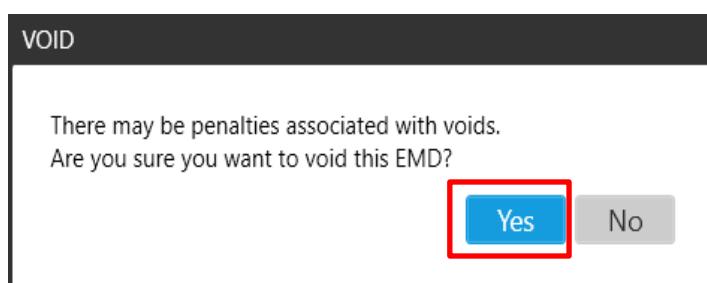
From EMD Manager → Choose REVIEW tab



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



Answer 'Yes' to confirm



- TINS Report show EMD document being voided

1 HMPR

GALILEO HK CLASSROOM A TINS REPORT 12 NOV 20  
 CURRENCY CODE HKD IATA NUMBER 13305213

A/L	TKT/STOCK	NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
					*FEES		
016D9991163909			LAU/MARWITZMS	VOID	12NOV		

- EMDL list show document with VOID status

EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST

1. UA 0169991163909  
 LAU/MARWITZMS

I 12NOV20 074710 Z  
 V 12NOV20 090427 Z SAC - 7730039603349

- EMD Manager show EMD-S voided including history details

EMD Manager

Record Locator: 5J4RP6

SERVICES REVIEW

Viewing EMD-S 0169991163909

5J4RP6/1G/79E4 13305213  
 LAU/MARWITZMS

Details					
Cpn	RFISC	Description	Value	Date	Status
1	D-993	REBOOKING ...	2000 HKD	17MAR21	VOID

Document Details

BASE: HKD 2000  
 EQUIV:  
 TOTAL: HKD 2000  
 FOP: CA

GDS PNR: 1G/5J4RP6  
 CARRIER PNR: UA/J33WFM

AGENCY: 79E4 TICKETING AGT ID:14 IATA NBR:13305213  
 NAME/PLACE OF ISSUE: GALILEO HK CLASSROOM  
 DATE OF ISSUE:12NOV20  
 RELATED TKT: 0169904047801

History

\*\*ISSUE ENTRY\*\*  
 AGENT EMDI/SM3/IC0169904047801/FS  
 \*\*ISSUE DATA\*\*  
 VOIDED 12NOV20 090427 Z 1G/79E4/14 - SAC 7730039603349  
 ISSUED 12NOV20 074710 Z 1G/79E4/14  
 ISSUING RECORD LOCATOR 1G-5J4RP6  
 RFIC FINANCIAL IMPACT  
 FOP CA  
 AMT HKD2000  
 COMMISSION AMT  
 FCMI 1 - SVC MANUAL  
 ENDORSEMENT  
 TOUR CODE  
 CPN REMARK  
 RELATED TKT 0169904047801  
 \*\*SUPPORT DOCUMENTS\*\*

EMD TOTAL  
 2000 HKD

Void Refund

CLOSE

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

## 1 EMDH1

```

>EMDH1
EMD HISTORY
0169991163909 - LAU/MARWITZMS
PTC/ADT
**ISSUE ENTRY**
AGENT EMDI/SM3/IC0169904047801/FS
**ISSUE DATA**
VOIDED 12NOV20 090427 Z 1G/79E4/14 - SAC 7730039603349
ISSUED 12NOV20 074710 Z 1G/79E4/14
ISSUING RECORD LOCATOR 1G-5J4RP6
RFIC FINANCIAL IMPACT
FOP CA
AMT HKD2000
COMMISSION AMT
FCMI 1 - SVC MANUAL
ENDORSEMENT
TOUR CODE
CPN REMARK
RELATED TKT 0169904047801
**SUPPORT DOCUMENTS**
**REQUEST SUPPORT DOCUMENTS**
>EMDH0169991163909/RD* .

```

## **E-Ticket to EMD Exchanges**

Effective from 4<sup>th</sup> May, 2021

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

### **Overview**

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

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

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

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

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

### **Process E-ticket to EMD Exchange**

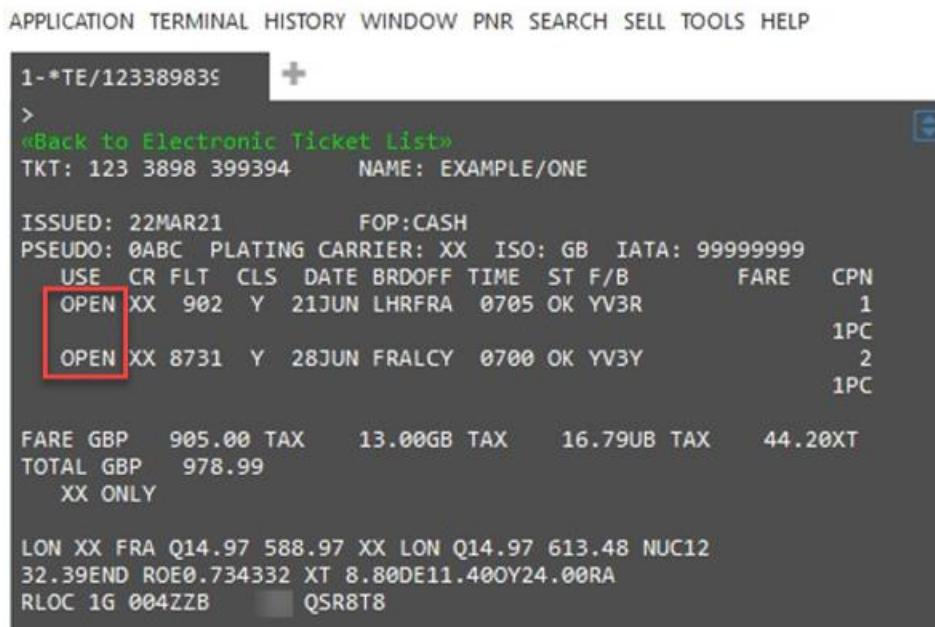
The EMD-S document being generated from exchange will result in a Reason for Issuance Code (RFIC), Reason for Issuance Sub Code (RFISC) and Reason for Issuance Description (RFID) as one of the listed below:

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

## E-Ticket Document Display

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

E-ticket display request:



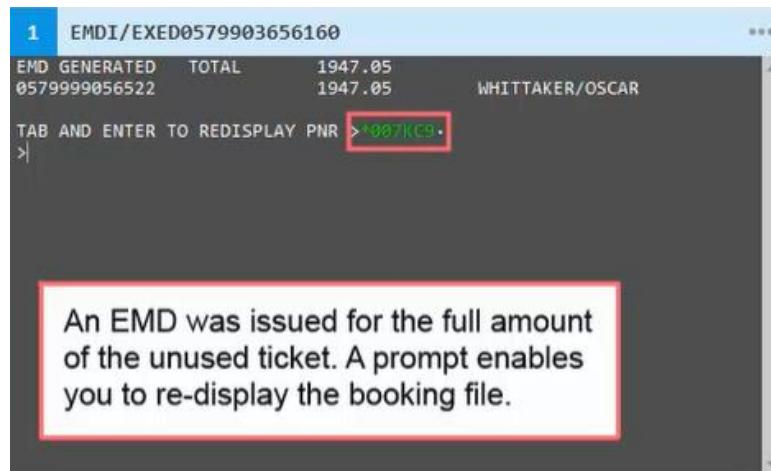
## New Modifier for Exchange of an E-ticket to an EMD(S) document

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

>EMDI/EXED<ccccnnnnnnnnn>/Px

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

### Sample of EMD-S



1 EMDI/EXED0579903656160  
EMD GENERATED TOTAL 1947.05  
0579999056522 1947.05 WHITTAKER/OSCAR  
TAB AND ENTER TO REDISPLAY PNR >10071C9.

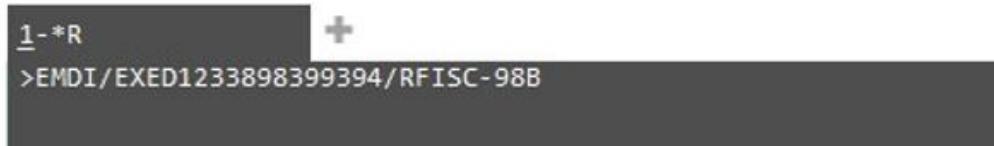
An EMD was issued for the full amount of the unused ticket. A prompt enables you to re-display the booking file.

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

>EMDI/EXED<cccn>NNNNNNNNNN>/RFISC-<aaa>

<b>EMDI</b>	= EMD Issuance Action Code
<b>EXE</b>	= Exchange Identifier
<b>D</b>	= Additional identifier to indicate ET to EMD Exchange
<cccn>NNNNNNNNNN>	= E-ticket number – 13 digits
/	= Mandatory Separator
<b>RFISC</b>	= Optional identifier to override default Reason For Issuance Sub Code
-	= Mandatory separator
<aaa>	= 2-character alpha numeric Sub Code

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP



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

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

>EMDI/EXED<cccn>NNNNNNNNNN>/RFID-<text> OR

>EMDI/EXED<cccn>NNNNNNNNNN>/RFISC-<aaa>/RFID-<text>

<b>EMDI</b>	= EMD Issuance Action Code
<b>EXE</b>	= Exchange Identifier
<b>D</b>	= Additional identifier to indicate ET to EMD Exchange
<cccn>NNNNNNNNNN>	= E-ticket number – 13 digits
/	= Mandatory Separator
<b>RFISC</b>	= Optional identifier to override default Reason For Issuance Sub Code
-	= Mandatory separator
<aaa>	= 2-character alpha numeric Sub Code
/	= Mandatory Separator
<b>RFID</b>	= Optional identifier to override default Reason For Issuance Description
-	= Mandatory separator
<text>	= Text description minimum 1 and maximum 30 character (Alpha including Space)

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

1-\*R



>EMDI/EXED1233898399394/RFID-TRANSPORT CREDIT

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP

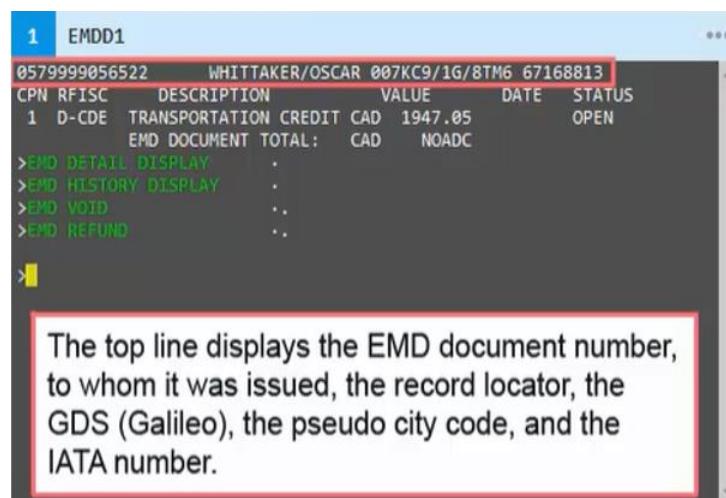
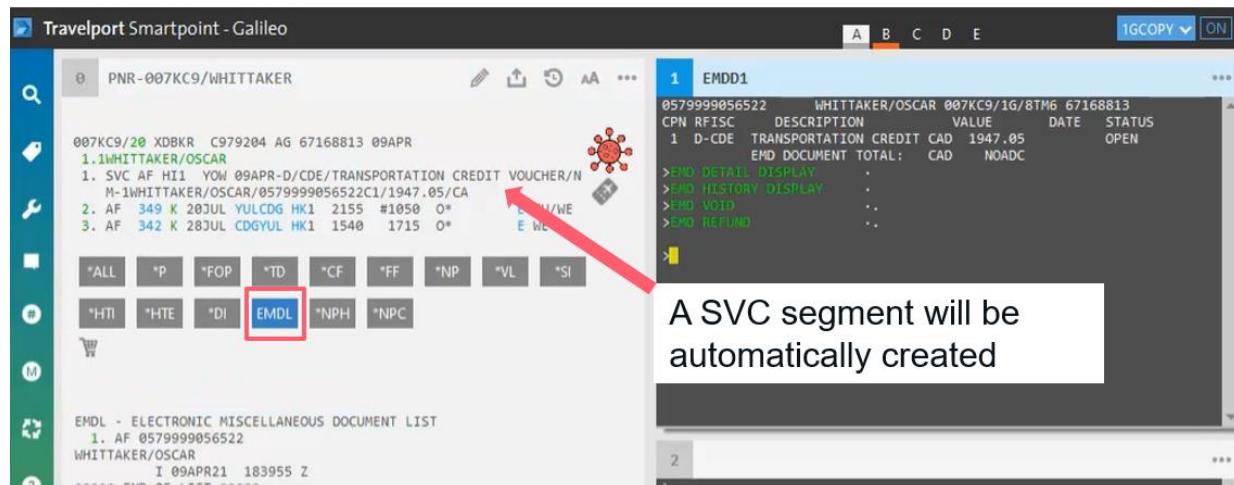
1-\*R



>EMDI/EXED1233898399394/RFISC-98B/RFID-TRANSPORT CREDIT

## Requirements to process E-Ticket to EMD Exchanges

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



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

## EMD to E-Ticket Exchange

### Overview

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

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

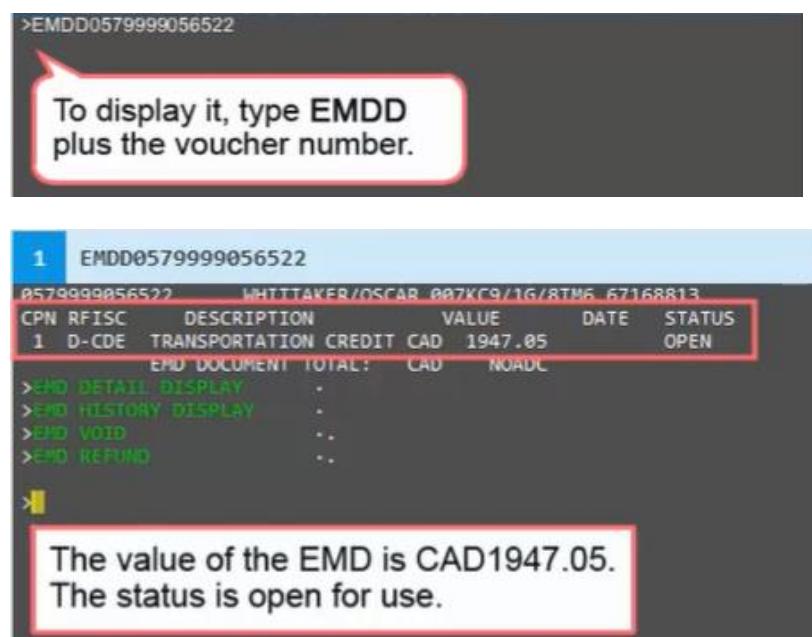
The whole value of the EMD document will be applied towards the E-ticket. If the entire EMD value is not used during the ticket exchange, the balance will be ignored with a warning message to the user to proceed or ignore the transaction.

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

### Process EMD to E-ticket Exchange

Step 1: Validate the EMD transportation credit voucher

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



>EMDD0579999056522

To display it, type EMDD plus the voucher number.

1	EMDD0579999056522				
0579999056522	WHTTAKER/OSCAR 007KC9/1G/8TM6 57168813				
CPN	RFISC	DESCRIPTION	VALUE	DATE	STATUS
1	D-CDE	TRANSPORTATION CREDIT CAD	1947.05		OPEN
EMD DOCUMENT TOTAL: CAD NOADL					
>EMD DETAIL DISPLAY .					
>EMD HISTORY DISPLAY .					
>EMD VOID ..					
>EMD REFUND ..					
The value of the EMD is CAD1947.05.					
The status is open for use.					

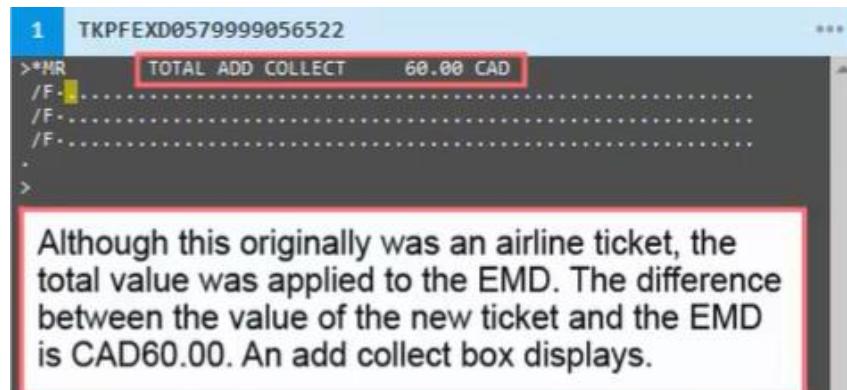
Step 2: Apply EMD value to perform ticket exchange

Entry: **TKPFEXD <cccnnnnnnnnnnn>**

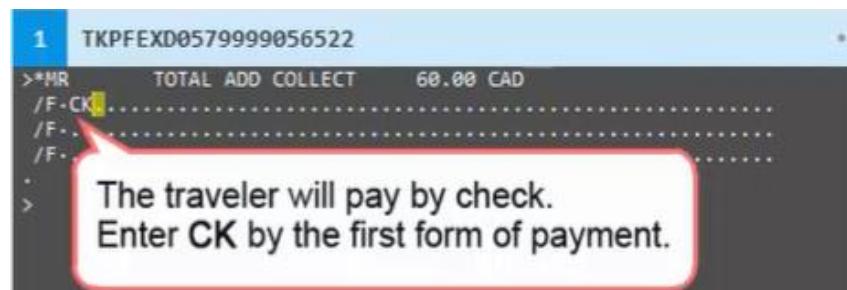
**TKP** = Ticketing Action Code  
**FEX** = Exchange Identifier  
**D** = Additional identifier to indicate EMD to ET Exchange  
**<cccnxxxxxx>** = Airline issued EMD number – 13 digits

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

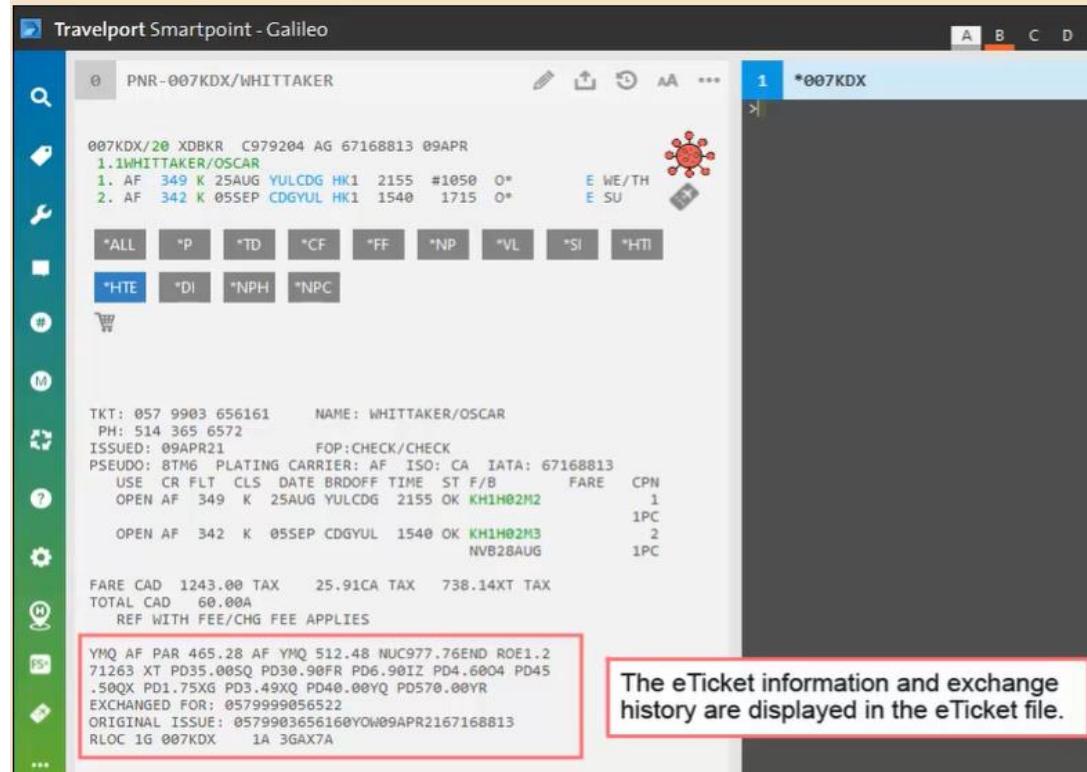
Step 3: When there is fare difference, add collect screen will auto pop-up



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



Sample of Exchange Ticket issued in exchange with EMD document.



Note:

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