



# **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

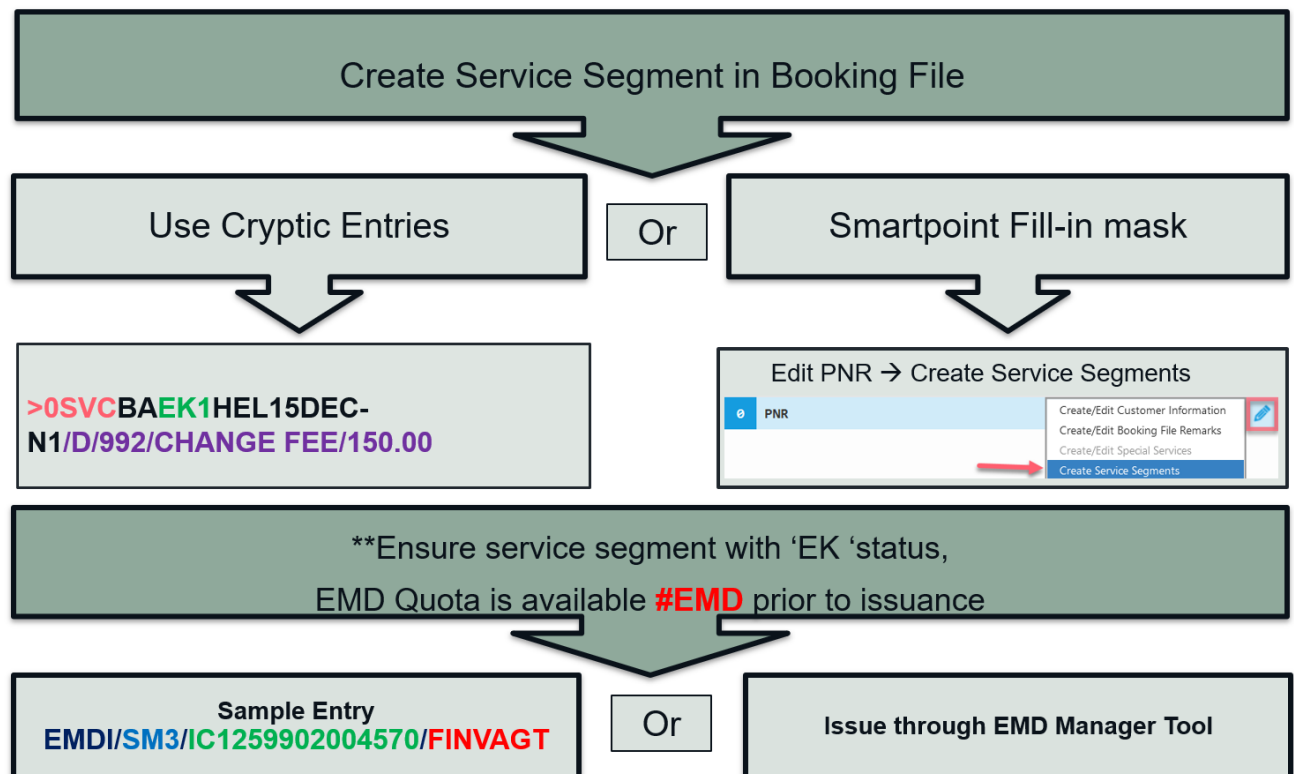
To view airlines' participating information about issuance of EMD.

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



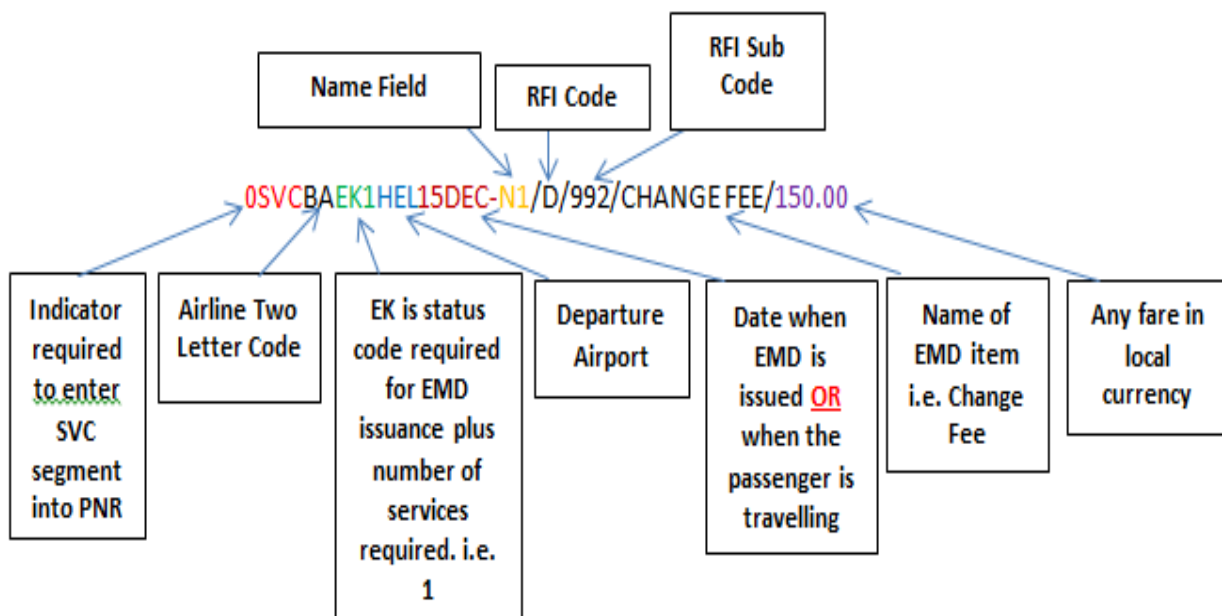
## Process to issue EMD-S (e.g. Change Fee)

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

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

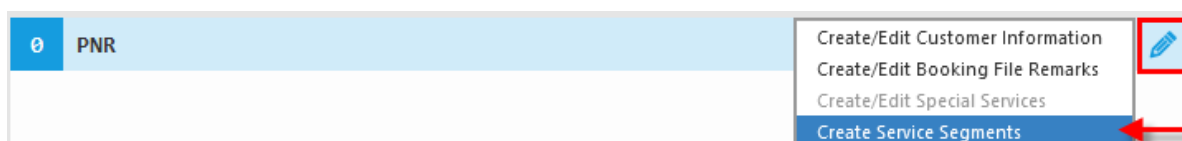
#### **STEP 1** - Creation of service segments

**>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.

A screenshot of the 'Create Service Segments' dialog box. The title bar is dark grey with the text 'Create Service Segments' and a close button. The main area is white. It contains the following fields:

- A text area with the instruction: 'Service segments are created for items such as change fees, penalty fees, lounge access etc.'
- A 'Passenger:' dropdown menu with the value 'MARWITZMS LAU'.
- A text area with the instruction: 'Include basic information for documentation purposes. You can select a segment or manually input the airline, date, and city codes.'
- A 'Segment:' dropdown menu with the value '2 - UA 869 Q 16MAR SFOHKG'.
- A '-or-' separator.
- Four input fields: 'Airline:' (dropdown), 'Date:' (text box with 'DDMMM'), 'Departure City Code:' (dropdown), and 'Arrival City Code:' (dropdown).
- A 'Reason Codes:' dropdown menu with the value 'D - 993 Rebooking Fee Intl'.
- A 'Reason Code Description Override:' section with a question mark icon, a text box containing 'D - 993', and another text box containing 'Rebooking Fee Intl'.
- A 'Fee:' text box with the value '2000'.
- At the bottom right, there are two buttons: 'SUBMIT' (blue) and 'CLOSE' (grey).

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

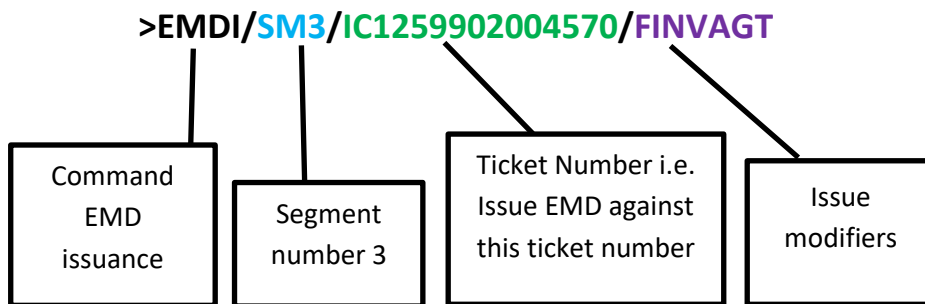
```
QTV0SA/42 HKGNH C440425 AG 13305213 07MAR
1.1CHOW/EMILY
1. BA 28 V 01DEC HKGLHR HK1 2345 #0500 0* E MO
2. BA 6036 V 02DEC LHRHEL HK1 0730 1225 0* E TU
  OPERATED BY FINNAIR
3. SVC BA EK1 HEL 15DEC-D/992/CHANGE FEE/NM-1CHOW/EMILY//150/HKD
4. BA 799 V 15DEC HELLHR HK1 1710 1820 0* E MO
5. BA 27 V 15DEC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

EMD COMMAND:

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

TRAVELPORT EMD ( 1.2 )

Quota: { BA : 9 }

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

EMD COMMAND:

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<br>ZA | Z7 (percent)<br>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<br>R  | Credit card charge form<br>Customer receipt |
| Related Ticket Number   | IC      | IC9991234567890                             |
| Even Exchange   | EXE     | EXE9990987654321                            |

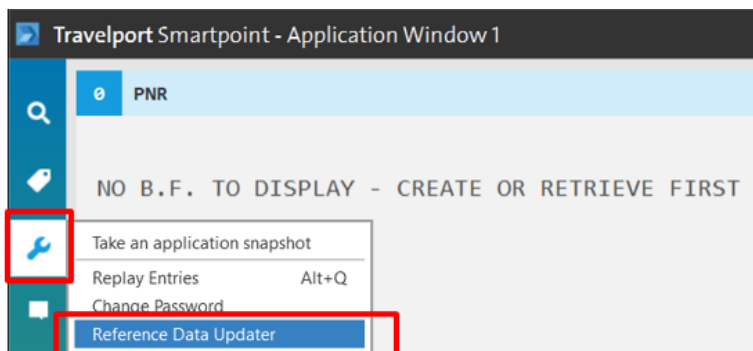


## EMD Manager Tool Overview

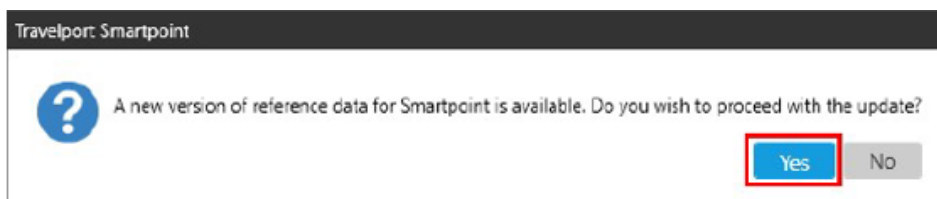
- ❑ As EMDs are becoming more widely adopted globally, this tool assist EMD issuance without using cryptic entries
- ❑ The reference data table contains EMD issuance, voiding and refunds information provided by the airlines. You must keep the reference data current for EMD Manager to work properly
-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

### How to update Reference Data in Smartpoint?

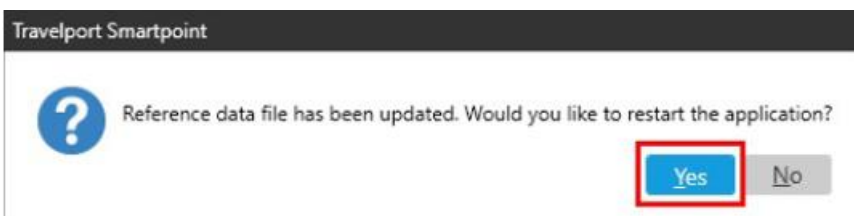
Click 'Tools' icon from navigation menu and choose 'Reference Data Updater' option



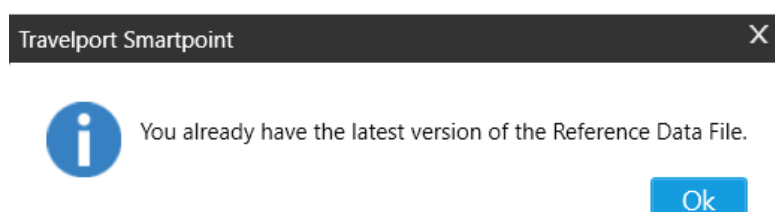
System pop up with message like this, ensure answer with 'Yes' to proceed



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

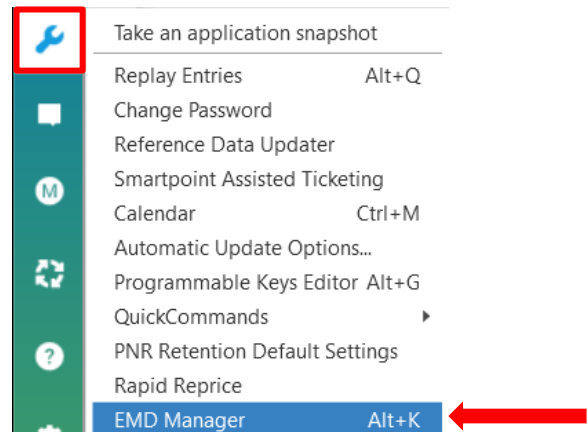


## Launch EMD Manager

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

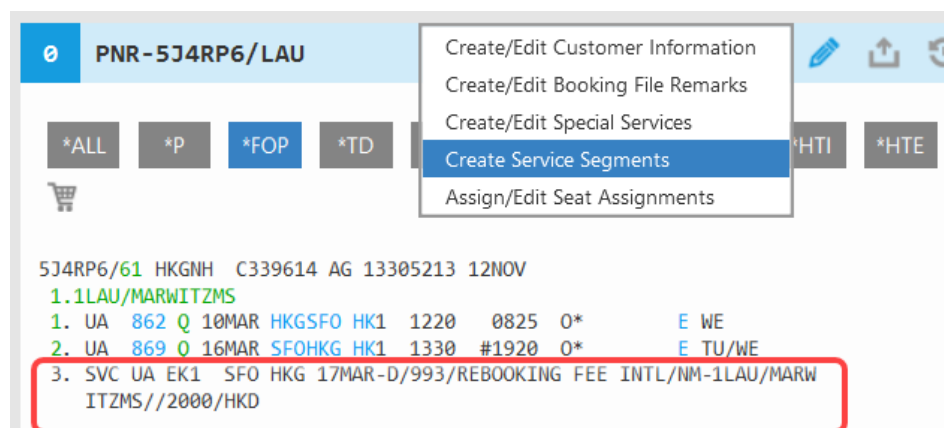
Or

Press Alt + K



## Using EMD Manager to issue EMD-S

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



**\*\*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 3700000000000028/D1228 (PNR)  
Ticket: UA 0169904047801-LAU/MARWITZMS  
Endorsement: None  
**2000 HKD**

☐ Print ☐ Email [Options](#) [Issue](#) [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: \*  
3700000000000028

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 require. Then click 'Submit' button to proceed

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

**Form of Payment** [X]

Enter payment information for your selections for the applicable airlines.

Form of Payment: \*

Cash [v]  
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** [X]

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 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** [X]

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

Record Locator: **5J4RP6** [i]

**SERVICES** REVIEW

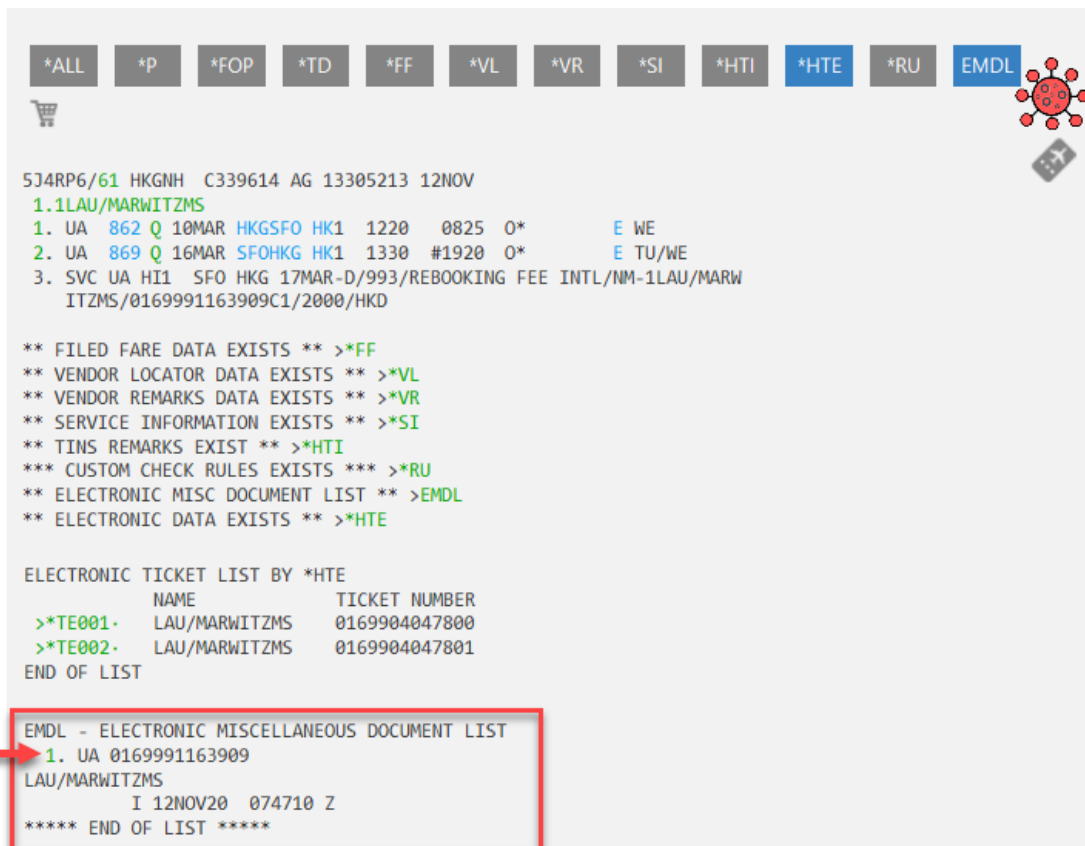
**Services Requiring EMDs**  
Review the services, and edit details and payment methods as required. Select the services you are ready to issue EMDs for, and then click "Issue".  
☐ Select All [i] ☐ Show fulfilled services

**Marwitzms Lau**  
No services to display.

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

**CLOSE**

## Display EMD formation in a booking file



5J4RP6/61 HKGNH C339614 AG 13305213 12NOV

1. 1LAU/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/MARWITZMS/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

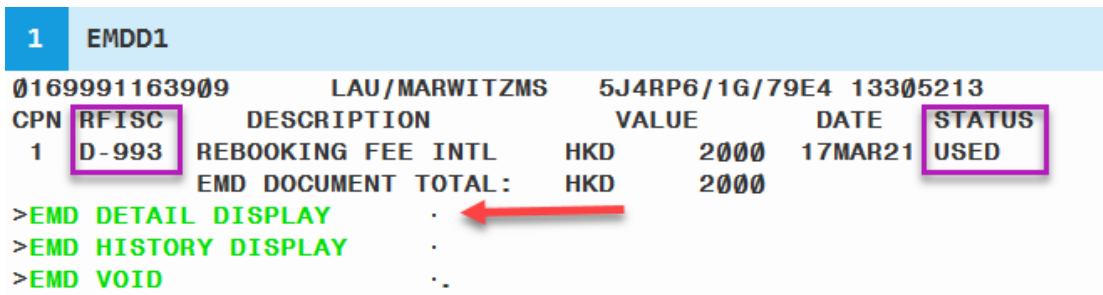
1. UA 0169991163909

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



1 EMDD1

| CPN                 | RFISC | DESCRIPTION        | VALUE    | DATE    | STATUS |
|---------------------|-------|--------------------|----------|---------|--------|
| 0169991163909       | D-993 | REBOOKING FEE INTL | HKD 2000 | 17MAR21 | USED   |
| 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

EMD-S Quick Reference\_Last Updated May21

15

## 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  |
| 016D9991163909         |           |                      | LAU/MARWITZMS  | 2000  | 0         | 0.00 | FS  |

- 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            |       | .                  |  |                         |              |

- Method 3: Use cryptic entry >EMDV0169991163909

### Response:

EMD 0169991163909 VOIDED - SAC 7730039603349



- Method 4: Using EMD Manager

From EMD Manager → Choose REVIEW tab

EMD Manager

Record Locator: **5J4RP6**

SERVICES **REVIEW**

All Issued EMDs

**Marwitzms Lau**

EMD-S 0169991163909 2000 HKD

UA SFO>HKG REBOOKING FEE INTL

Details

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

EMD Manager

Record Locator: **5J4RP6**

SERVICES **REVIEW**

Viewing EMD-S 0169991163909

**LAU/MARWITZMS**

**Details**

| Cpn                                | RFISC | Description | Value | Date | Status |
|------------------------------------|-------|-------------|-------|------|--------|
| <b>Document Details</b>            |       |             |       |      |        |
| <b>History</b>                     |       |             |       |      |        |
| **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                         |       |             |       |      |        |
| RFI ATED TKT 0169904047801         |       |             |       |      |        |

EMD TOTAL 2000 HKD

Void Refund

CLOSE

Answer 'Yes' to confirm

VOID

There may be penalties associated with voids.  
Are you sure you want to void this EMD?

Yes No

- 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 TO 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 (Eticket) 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:

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-IR
>*TE/1233898399394

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-*TE/1233898399394
>
«Back to Electronic Ticket List»
TKT: 123 3898 399394 NAME: EXAMPLE/ONE
ISSUED: 22MAR21 FOP:CASH
PSEUDO: 0ABC PLATING CARRIER: XX ISO: GB IATA: 99999999
USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
OPEN XX 902 Y 21JUN LHRFRA 0705 OK YV3R 1
1PC
OPEN XX 8731 Y 28JUN FRALCY 0700 OK YV3Y 2
1PC

FARE GBP 905.00 TAX 13.00GB TAX 16.79UB TAX 44.20XT
TOTAL GBP 978.99
XX ONLY

LON XX FRA Q14.97 588.97 XX LON Q14.97 613.48 NUC12
32.39END ROE0.734332 XT 8.80DE11.400Y24.00RA
RLOC 1G 004ZZB QSR8T8
```

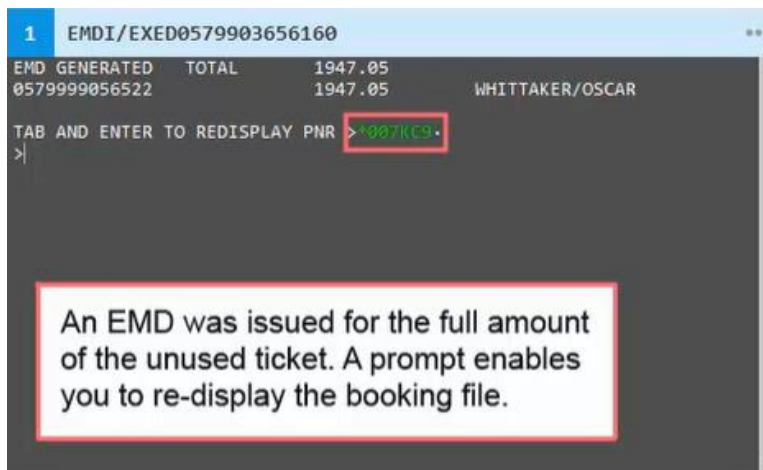
## New Modifier for Exchange of an E-ticket to an EMD(S) document

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

>EMDI/EXED<cccccccccccc>/Px

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

### Sample of EMD-S

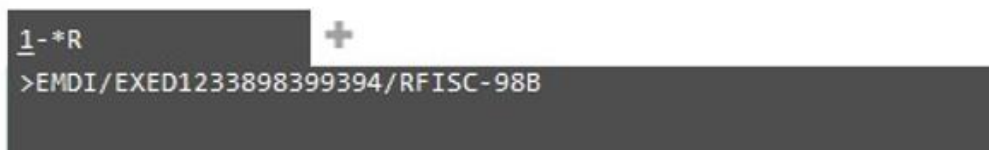


### Exchange E-ticket to an EMD(S) document with new optional 'RFISC' modifier

>EMDI/EXED<ccccccccccccc>/RFISC-<aaa>

|                 |  |
|-----------------|--|
| EMDI            | = EMD Issuance Action Code   |
| EXE             | = Exchange Identifier  |
| D               | = Additional identifier to indicate ET to EMD Exchange                 |
| <ccccccccccccc> | = E-ticket number – 13 digits  |
| /               | = Mandatory Separator  |
| RFISC           | = 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



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

>EMDI/EXED<ccccccccccccc>/RFID-<text> OR

>EMDI/EXED<ccccccccccccc>/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                        |
| <ccccccccccccc> | = 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.

Travelport Smartpoint - Galileo

PNR-007KC9/WHITTAKER

007KC9/20 XDBKR C979204 AG 67168813 09APR

1. 1WHITTAKER/OSCAR  
1. SVC AF H11 YOW 09APR-D/CDE/TRANSPORTATION CREDIT VOUCHER/N  
M-1WHITTAKER/OSCAR/0579999056522C1/1947.05/CA  
2. AF 349 K 20JUL YULCDG HK1 2155 #1050 O\*  
3. AF 342 K 28JUL CDGYUL HK1 1540 1715 O\*

\*ALL \*P \*FOP \*TD \*CF \*FF \*NP \*VL \*SI  
\*HTI \*HTE \*DI **EMDL** \*NPH \*NPC

EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST  
1. AF 0579999056522  
WHITTAKER/OSCAR  
I 09APR21 183955 Z  
\*\*\*\*\* EMD OF TCT \*\*\*\*\*

1 EMDD1

0579999056522 WHITTAKER/OSCAR 007KC9/1G/8TM6 67168813

| CPN                 | RFISC | DESCRIPTION               | VALUE     | DATE | STATUS |
|---------------------|-------|---------------------------|-----------|------|--------|
| 1                   | D-CDE | TRANSPORTATION CREDIT CAD | 1947.05   |      | OPEN   |
| EMD DOCUMENT TOTAL: |       |                           | CAD NOADC |      |        |

>EMD DETAIL DISPLAY  
>EMD HISTORY DISPLAY  
>EMD VOID  
>EMD REFUND

A SVC segment will be automatically created

1 EMDD1

0579999056522 WHITTAKER/OSCAR 007KC9/1G/8TM6 67168813

| CPN                 | RFISC | DESCRIPTION               | VALUE     | DATE | STATUS |
|---------------------|-------|---------------------------|-----------|------|--------|
| 1                   | D-CDE | TRANSPORTATION CREDIT CAD | 1947.05   |      | OPEN   |
| EMD DOCUMENT TOTAL: |       |                           | CAD NOADC |      |        |

>EMD DETAIL DISPLAY  
>EMD HISTORY DISPLAY  
>EMD VOID  
>EMD REFUND

The top line displays the EMD document number, to whom it was issued, the record locator, the GDS (Galileo), the pseudo city code, and the IATA number.

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.

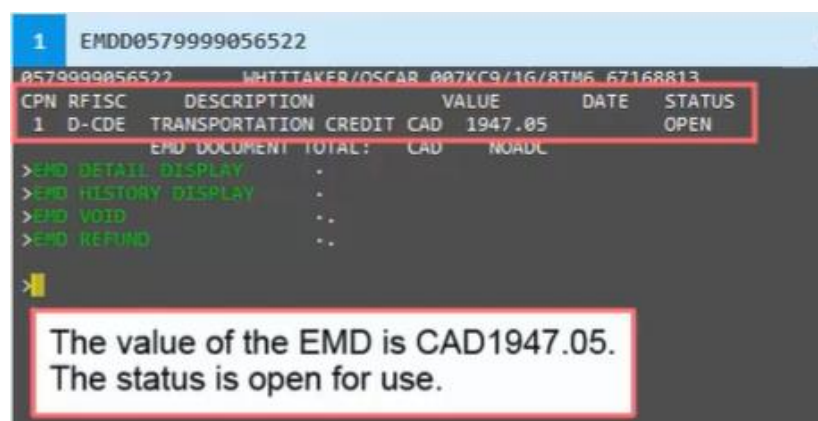
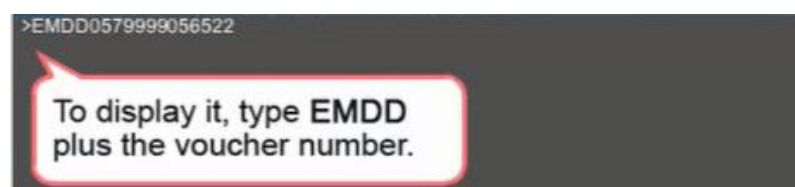
The whole value of the EMD document will be applied towards the E-ticket. If the entire EMD value is not used during the ticket exchange, the balance will be ignored with a warning message to the user to proceed or ignore the transaction.

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.)



Travelport Smartpoint - Galileo

PNR-007KDX/WHITTAKER

007KDX/20 XDBKR C979204 AG 67168813 09APR

1. 1WHITTAKER/OSCAR

1. AF 349 K 25AUG YULCDG HK1 2155 #1050 O\* E WE/TH

2. AF 342 K 05SEP CDGYUL HK1 1540 1715 O\* E SU

\*ALL \*P \*TD \*CF \*FF \*NP \*VL \*SI \*DI

\*NPH \*NPC

FQ1 - S1-2 AP G 09APR21 /

P1 WHITTAKER/OSCAR ADT G 10APR21 \* CAD 2007.05

The price for this ticket is filed as CAD2007.05. The value of the voucher should be less than or equal to the new ticket. If the voucher is greater than the ticket, no residual can be given. The amount would be lost.

Step 2: Apply EMD value to perform ticket exchange

Entry: **TKPFEXD** <cccnnnnnnnnn>

**TKP** = Ticketing Action Code

**FEX** = Exchange Identifier

**D** = Additional identifier to indicate EMD to ET Exchange

<cccnnnnnnnnn> = Airline issued EMD number – 13 digits

1 EMD REDISPLAY SUMMARY

0579999056522 WHITTAKER/OSCAR 007KC9/1G/8TM6 67168813

| CPN                 | RFISC | DESCRIPTION           | VALUE       | DATE | STATUS |
|---------------------|-------|-----------------------|-------------|------|--------|
| 1                   | D-CDE | TRANSPORTATION CREDIT | CAD 1947.05 |      | OPEN   |
| EMD DOCUMENT TOTAL: |       |                       | CAD NOADC   |      |        |

>EMD DETAIL DISPLAY .

>EMD HISTORY DISPLAY .

>EMD VOID ..

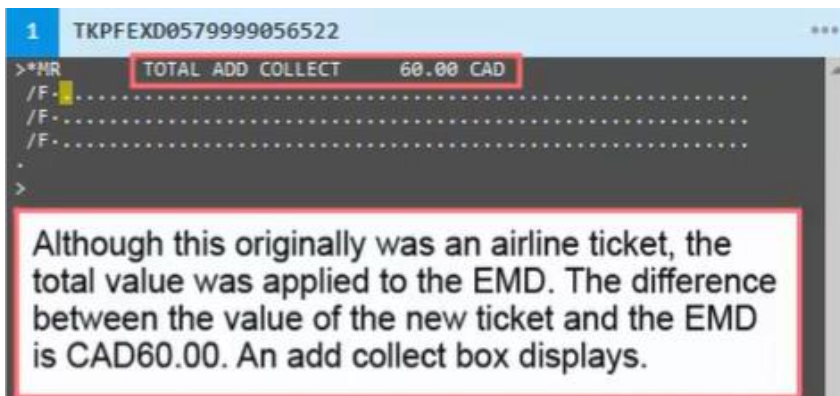
>EMD REFUND ..

>TKPFEXD0579999056522

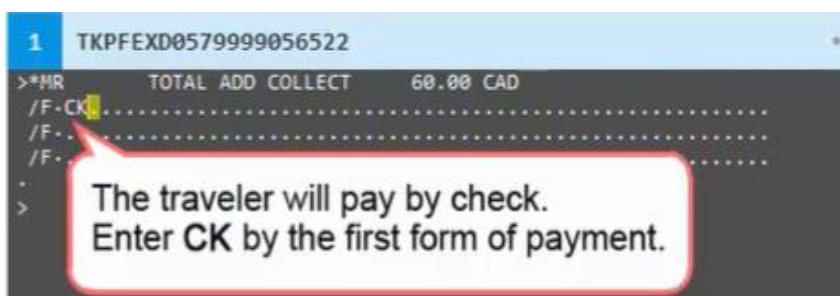
Enter the format **TKPFEXD** followed by the voucher number.

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

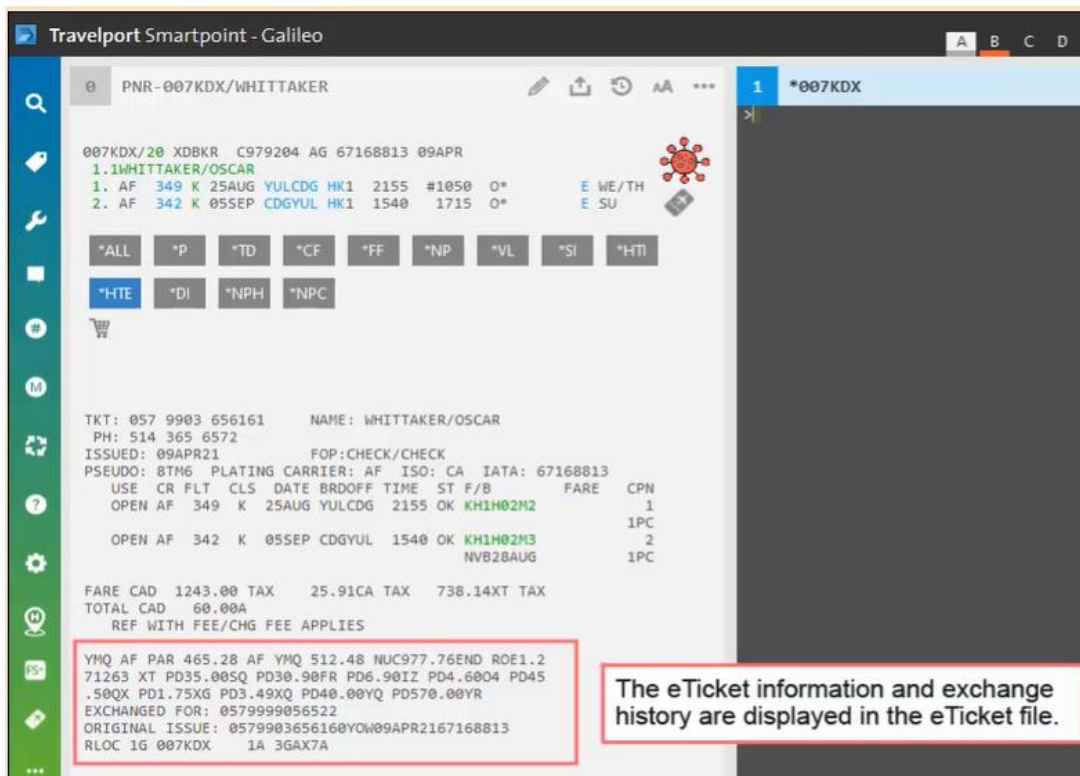
Step 3: When there is fare difference, add collect screen will auto pop-up



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.