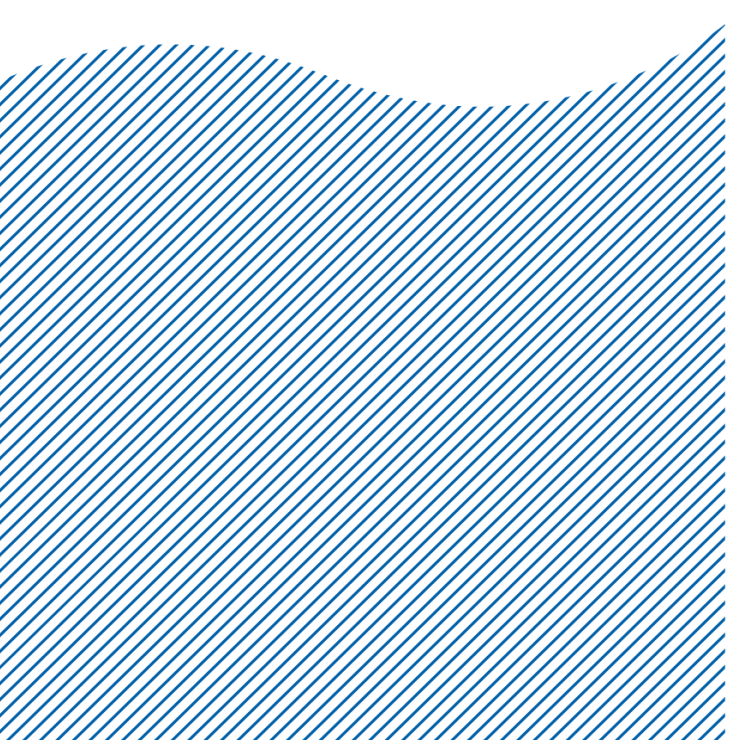


Electronic Miscellaneous Document For Travel Agencies

Amadeus Training Centre

Thai-Amadeus Southeast Asia Co., Ltd



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Electronic Miscellaneous Document (EMD)

1. Introduction

IATA e-services project announced the target deadline 31st December 2013 of having 100% BSP EMD. To comply with the rule, airlines have to implement EMD with GDS for non-air service replacing current documents VMPD/VMCO by the date.

Electronic Miscellaneous Document (EMD) is a paperless document that replaces all other paper miscellaneous documents as well as VMPD/VMCO. An EMD allows you to sell and track usage of charges (e.g., residual value, miscellaneous charges or excess baggage charges) EMD sales are stored in an EMD database on the airline side, known as an EMD Server (EMS).

You can use the following entry to check **Airlines using EMD per country**

> EGVD/CTH

AIRLINES DISTRIBUTING EMD IN THE COUNTRY: TH					
4U	AA	AB	AF	AK	AM
AY	BA	BI	CI	CX	EK
EY	FR	GA	HR	HU	HV
JJ	JL	KA	KC	KL	KQ
LH	LS	LX	MI	MK	OS
QF	QR	RJ	SA	SK	SN
SQ	SV	TK	TO	U2	UL
UU	UX	VA	YO	ZH	

There are two types of EMD :

- **EMD-S (stand-alone):** the stand-alone EMD can be used independently from a flight ticket, and can be issued for services such as car rental or lounge access. This type of EMD will replace the current MCO used to collect residual value or penalty fees. Not linked with E-Ticket coupons (**Examples: Vouchers, Residual Value**)
- **EMD-A (associated):** the associated EMD is issued for services directly linked to a flight coupon, for example excess baggage or a seat reservation, and the status of both coupons is synchronized. Linked and match with E-Ticket coupons (**Examples: Meal, Excess baggage**)

EMD coupon Structure

- Each EMD number consists of 4 coupons maximum (If the EMD contains more than 4 coupons, it is issued as a conjunctive EMD document numbers are consecutive)
- Each EMD can contain up to 16 coupons (services or fees)
- Each electronic ticket can contain more than 1 EMD
- 1 EMD can be associated to only 1 E-Ticket
- 1 RFIC per EMD
- 1 RFISC per coupon
- Coupon status: (For example: **O** = Open for use, **F** = Flown/Used, **R** = Refunded, **V** = Void, **A** = Airport control, **E**= Exchanged/Reissued, **C**= Checked-in, **S**= Suspended)

Electronic Miscellaneous Document

Airline Ancillary Service Catalogue to check service offer by an Airline

>EGSD/VXX (XX = AIRLINE CODE)

>EGSD/VSQ
LIST OF EMD SERVICES FOR AIRLINE: SQ

CODE	RFIC/SC	BOOK	TA	ISS.	DESCRIPTION
1	HOTL	B/0BO	SVC	YES	HOTEL ACCOMODATION
2	DEPO	D/03E	SVC	YES	Payment for Tour group
3	DPST	D/997	SVC	YES	DEPOSIT
4	MSCF	D/A22	SVC	YES	Miscellaneous Service Fee
5	NOSH	D/0NN	SSR	YES	NO SHOW FEE
6	NRFA	D/111	SVC	YES	NON-REFUNDABLE AMOUNT
7	PDVC	D/0BK	SVC	YES	Prepaid Voucher
8	PENF	D/993	SVC	YES	PENALTY FEE
9	RSVR	D/996	SVC	YES	RESIDUAL VALUE

>EGSD/LX (X = LINE NUMBER OF SERVICE CODE)

>EGSD/L8
PENF: PENALTY FEE
VALIDATING CARRIER:SQ RFIC:D RFISC:993 EMD TYPE:S
BOOKING METHOD: SVC
MONOCOUPON EMD: YES
CONSUMED AT ISSUANCE: YES
ADDITIONAL DOCUMENT IN EXCHANGE: YES
RESIDUAL VALUE: NO
ROUTING INFORMATION MANDATORY FOR ISSUANCE: NO
ISSUED IN CONNECTION WITH MANDATORY FOR ISSUANCE: YES
EXCESS BAGGAGE INFORMATION MANDATORY FOR ISSUANCE: NO
REFUNDABLE: NO
EXCHANGEABLE: NO
INTERLINEABLE: NO
ENDORSABLE: NO
ISSUABLE BY TRAVEL AGENT: YES
DISPLAYABLE BY TRAVEL AGENT IF ISSUED BY AIRLINE AGENT: NO
REFUNDABLE/EXCHANGEABLE BY T/A IF ISSUED BY AIRLINE AGENT: NO

Airline Ancillary Service Catalogue from a PNR

```

--- RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU 19OCT17/0359Z  KV3B8B
1.DARCY/MARK MR
2 AY 142 S 10JAN 3 BKKHEL HK1 0905 1455 10JAN E AY/KV3B8B
3 AY 141 S 18JAN 4 HELBKK HK1 1705 0725 19JAN E AY/KV3B8B
4 AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD - A
5 TK TL19OCT/BKKOK219W
    
```

>FXK

HEFXK

```

>FXK
SERVICE PRICES MAY CHANGE BASED ON TICKET FARE DATA
FXK

      PASSENGER          PR FROM-TO C SC  SRV  PTC BKM (THB) TOTAL  AV
FLIGHT RELATED

001 P1                  AY BKK*BKK F 0AA PDBG ADT SSR  THB4710  OK
    PRE PAID BAGGAGE -

002 P1                  AY BKK*BKK F 0EC BIKE ADT SSR  THB5880  OK
    BICYCLE -

003 P1                  AY BKK*BKK F 0ED WEAP ADT SSR  THB1960  OK
    WEAPON HANDLING FEE -

004 P1                  AY BKK*BKK F 0BT PETC ADT SSR  THB5880  OK
    PET IN CABIN -

005 P1                  AY BKK*BKK F 0BS AVIH ADT SSR  THB23520  OK
    PET IN HOLD -

006 P1                  AY BKK*BKK F 0B5 SEAT ADT SSR  THB1730
    SEAT ASSIGNMENT -
    SEAT CHARACTERISTICS : A

007 P1                  AY BKK*BKK F 0B5 SEAT ADT SSR  THB1340
    SEAT ASSIGNMENT -
    SEAT CHARACTERISTICS : CH
    
```

Electronic Miscellaneous Document

Reason For Issuance Code - RFIC - qualifies the group of services compliant with the IATA standard as following table:

RFIC Code	Description	Examples
A	Air Transportation	Charter, Involuntary, Downgrading, Upgrading
B	Surface Transportation/Non-Air Services	Bus, Car, Train, Limousine, Chauffeur Drive Service
C	Baggage	Pet in cabin, Biking Equipment, Excess weight
D	Financial Impact	Booking Fee, Refundable Balances
E	Airport Services	Check-In, Lounge Access
F	Merchandise	T-Shirts, Plane model, Voucher
G	Inflight Services	Sleeper, Berth, Beverage, Meal, Newspaper

Reason For Issuance Sub-code - RFISC - qualifies a service inside the group defined by ATPCO. A RFIC can have multiple RFISCs and RFISCs are airline-specific with 3 Alpha-numeric e.g. 0B5 as a specific Sub-code of Seat Assignment RFIC

Industry Sub Code	Commercial Name	Recommended RFIC
OAA	PRE-PAID BAGGAGE	C
OAB	ELECTRONIC CART	B
OAC	FUN PACK	G
OAD	PILLOW/BLANKET PACK	G
OAE	HEADSET	G
OAF	VIDEO GAMES	G
OAG	EXEXECUTIVE LOUNGE	E
OAH	WHEELCHAIR	E
OAI	BREAKFAST	G
OAJ	CONTINENTAL BREAKFAST	G

Example : The **RFIC** for Air transportation is A and **RFISC** for Seat Assignment is **0B5**

TSM	1	TYPE P	BKKOK219W	SR/21OCT	00	INT I	EMD-A	CARR	AY
	1.	SMITH/JOHN	MR						
		RFIC-A/E	AIR	TRANSPORTATION					
	1.	RFISC-0B5	SEAT	ASSIGNMENT					
		OPERATING	CC-AY	FEE	OWNER-AY				
								L	6
							ORIGIN-BKK	DEST-HEL	

2. EMD Creation

HE SR

The EMD is created via a booking of services using an **SSR** (Special Service Request) or a **SVC** (Manual Auxiliary Segment) containing a **service code** corresponding to a couple of data elements: **RFIC/RFISC** which are defined by the industry.

The service code and way to book the services will be defined and communicated by airlines to travel agents.

Depending on whether the service is PNR flight segment associated or not, it should be booked, with the relevant airline service code via:

2.1 A Special Service Request element (SSR), when the service is PNR flight segment associated.

Such as a special meal, seat assignment, excess baggage, sports equipment or a pet in cabin.

For example: **SR VGML, SM2**

```

--- RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  19OCT17/0405Z  KV3B8B
  1.DARCY/MARK MR
  2  AY 142 S 10JAN 3 BKKHEL HK1  0905 1455  10JAN  E  AY/KV3B8B
  3  AY 141 S 18JAN 4 HELBKK HK1  1705 0725  19JAN  E  AY/KV3B8B
  4 AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD - A
  5 TK TL19OCT/BKKOK219W
  6 /SSR RQST AY HK1 BKKHEL/22AN,P1/S2  SEE RTSTR  (/) = CHARGABLE
  7 /SSR RQST AY HK1 HELBKK/21AN,P1/S3  SEE RTSTR
    
```

2.2 A manual auxiliary segment called: Auxiliary Service Element (SVC), when the service is not PNR flight segment associated. Such as Lounge access, Airline vouchers, Mugs, T-shirts, Plane model, Deposits, Down payments, Trip Insurance.

For example: **IU XX HK1 YYYY BKK** or **IU XX NN1 YYYY BKK**
(XX = Airline Code, YYYY = Service code)

- >NM1AGENTNAME/GROUP
- >IU SQ NN1 DPST BKK
- >AP BKK 02-123-4567 AGENT PHONE NUMBER
- >TKTL
- >RFPAX;ER

```

RP/BKKOK219W/BKKOK219W          SR/SU  19OCT17/0422Z  KV4WFP
  1.AGENTNAME/GROUP
  2 SVC SQ HK1 DPST BKK
  3 AP BKK 02-123-4567 AGENT PHONE NUMBER
  4 TK TL19OCT/BKKOK219W
    
```

3. EMD Pricing

3.1 FXG – AUTO PRICES A SERVICE SEGMENT AND CREATES A TSM-P

HE FXG

- Point of sale
- Flight geography, Class, Flight numbers
- PTC, Frequent Flyer
- Date, Time

```

--- RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  19OCT17/0405Z  KV3B8B
 1.DARCY/MARK MR
 2  AY 142 S 10JAN 3 BKKHEL HK1  0905 1455  10JAN  E  AY/KV3B8B
 3  AY 141 S 18JAN 4 HELBKK HK1  1705 0725  19JAN  E  AY/KV3B8B
 4 AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD - A
 5 TK TL19OCT/BKKOK219W
 6 /SSR RQST AY HK1 BKKHEL/22AN,P1/S2  SEE RTSTR
 7 /SSR RQST AY HK1 HELBKK/21AN,P1/S3  SEE RTSTR
    
```

>FXG

```

FXG

PASSENGER          PTC -----
OC  SRV   NP PR FLGT DATE (THB)FARE    TAX          TOTAL

01 DARC/MARK MR    ADT
0B5 RQST   1 AY142   10JAN
0B5 RQST   1 AY141   18JAN THB2120          THB2120

SERVICE PRICES MAY CHANGE BASED ON TICKET FARE DATA
    
```

When create a **Transitional Stored Miscellaneous (TSM)** document for an EMD, the system creates a type **P (Pricing Quotation Record)** TSM, also called **TSM-P**. The RFIC and RFISC and their description are automatically filled in the **TSM-P**. The system automatically performs a split chargeable special service requests (SSRs) and manual auxiliary segments (SVCs) when the TSM-P is created.

Electronic Miscellaneous Document

3.2 TMC/VXX/LY – MAMUAL CREATION of a TSM-P (XX=AIRLINES CODE, Y=LINE NUMBER)

HE TMC

>TMC/VSQ

TSM	1	TYPE P	BKKOK219W	SR/19OCT 11	EMD-S	CARR SQ		
	1. AGENTNAME/GROUP							
	RFIC-D/D FINANCIAL IMPACT							
	1.	RFISC-997	DEPOSIT				L	2
		OPERATING	CC-SQ			ORIGIN-BKK		
		NON	REFUNDABLE					
		NON	EXCHANGEABLE					
		NON	INTERLINEABLE					
		CONSUMED	AT	ISSUANCE				
ADD INF/RKS:								

Manual creation of a TSM-P pricing record

HE TMC

Entries	Explanations
TMC/VXX/L5 TMC/VXX/L5,7-8	Service Selection ,from the PNR service line number
TMC/VXX/P1 TMC/VXX/P1,3-4	Passenger selection
TMC/VXX/INF TMC/VXX/INF/P1	Infant Selection

Manual update of a TSM-P pricing record

If there are several TSM elements, TSM identification options must be used to determine the TSM to be updated:

Entries	Explanations
TMI/P1	Passenger selection
TMI/INF	Infant selection
TMI/M1 TMI/M1,3-4	TSM number Selection
TMI/L5 TMI/L5,6-7	Service selection, from the PNR service line number-for coupon level update
TMI/ALL	Select all TSM type P

Document Level update options

HE TMI

Field Identifier	Field Name	Entries
F,R	Fare with issue identifier F = First Issue R = Reissue	TMI/F1500 TMI/M2/F2500
E	Equivalent Fare Amount	TMI/EEUR110.15
K1	Bankers Rate 1	TMI/K10.32445
H	Document Remarks	TMI/H VIP CUSTOMER
O,X	O= Old Tax Amount X=New Tax Amount	TMI/RTHB3000/X700TS/O175US/W0
W	Total Amount	
Y	International indicator	TMI/YI I For international D For domestic
RV-	Refundable Value	TMI/RV-1500
NF-	Net Fare Amount	TMI/NF-THB1000
FC-	Fare Calculation	TMI/FC-BKK AY HEL980AY BKK980THB1960END
FT-	Tour Code	TMI/FTNR-AF2017TH
FE-	Endorsement	TMI/FE-free text
FP-	Form of Payment	TMI/FP-CASH
FM-	Commission	TMI/FM-5 TMI/FM-1000A
FO-	Exchange Information	TMI/FO-125-1389978950BKK20OCT17/35303354/125-13899789502E1

Coupon Level update options >TMI/LX

(X=SERVICE SEGMENT LINE NUMBER)

Field Identifier	Field Name	Entries
D	Present to	TMI/DAY
A	Present at	TMI/ABKK
CV-	Coupon Value	TMI/CV-3000
CR-	Coupon Remarks	TMI/CR-LOUNGE LOCATED IN GATE 3
NB-	Not Valid Before Date	TMI/NB-18JUN18
NA-	Not Valid After Date	TMI/NA-20SEP18
ER-	Rate Per Unit	TMI/ER-5000
IC-	Issued in Connection with	TMI/IC-TKT1054128470142E1 TMI/IC-TKT1054128470142E3-4
FW-	Fee Owner	TMI/FW-AY
PC-	Excess Baggage-Piece	TMI/PC-2
KG-	Excess Baggage-Kilo	TMI/KG-12.3

Electronic Miscellaneous Document

Example :

>TMI/F64000/CV-64000/DSQ/ABKK/HSQ981 G BKKSIN 21JAN HK32-SQ972 G 27JAN HK32 SQ CODE XXXXXX
 DEPOSIT THB2000X32PAX TOTAL THB64000

TSM	1	TYPE P	BKKOK219W SR/19OCT 11	EMD-S CARR SQ
1.AGENTNAME/GROUP				
RFIC-D/D	FINANCIAL IMPACT			
1.	RFISC-997	DEPOSIT		L 2
	OPERATING CC-SQ		CPN VALUE-64000	ORIGIN-BKK
	PRESENT TO:SQ			
	PRESENT AT:BKK			
	NON REFUNDABLE			
	NON EXCHANGEABLE			
	NON INTERLINEABLE			
	CONSUMED AT ISSUANCE			
ADD INF/RKS: SQ981 G BKKSIN 21JAN HK32-SQ972 G 27JAN HK32 SQ CODE XXXXXX DEPOS IT THB2000X32PAX TOTAL THB64000				
FARE	F	THB	64000	
EXCH VAL		THB	64000	
TOTAL		THB	64000	

4. Display of TSM-P Pricing Record

4.1 TQM (TSM-P of the associated EMD, EMD-A)

>TQM

TSM	1	TYPE P	BKKOK219W	SR/19OCT	00	INT I	EMD-A	CARR AY	(1)	
1. DARCY/MARK MR										
RFIC-A/E	AIR TRANSPORTATION		(2)							
1.	RFISC-0B5	SEAT ASSIGNMENT						L	6	(3)
		OPERATING CC-AY FEE OWNER-AY			ORIGIN-BKK		DEST-HEL			
SERVICE REMARKS-CHARACTERISTICS: W										
NON REFUNDABLE										
NON EXCHANGEABLE										
2.	RFISC-0B5	SEAT ASSIGNMENT						L	7	
		OPERATING CC-AY FEE OWNER-AY			ORIGIN-HEL		DEST-BKK			
SERVICE REMARKS-CHARACTERISTICS: W										
NON REFUNDABLE										
NON EXCHANGEABLE										
ADD INF/RKS:										
FARE	F	THB	2120							
EXCH VAL		THB	2120							
TOTAL		THB	2120	BSR	39.19452					
FC	BKK AY	HEL1060 AY	BKK1060	THB	2120END					

Coupon details associated to services

Fare information

Explanation:

- (1) The TSM header line with the TSM number (1) and type (P), the Amadeus office ID of the creating office (BKKOK219W), the agent sign of the agent creating the TSM (SR) and the creation date (21OCT), the fare calculation pricing and reporting indicators (00) | failcodes of TSM check by HEFCPI, the EMD type (EMD-A for associated and EMD-S for a standalone EMD), and the two-character code of the validating carrier (AY).
- (2) The Reason-For-Issuance Code (RFIC: A/E) and description (AIR TRANSPORTATION)
- (3) The Reason-For-Issuance Sub-Code (RFISC – 0B5) and description (SEAT ASSIGNMENT) line no. 7 (L 7)

Electronic Miscellaneous Document

4.2 TQM (TSM-P of the stand-alone EMD, EMD-S)

>TQM

TSM	1	TYPE P	BKKOK219W	SR/19OCT	11	EMD-S	CARR SQ
1.AGENTNAME/GROUP							
RFIC-D/D FINANCIAL IMPACT							
1. RFISC-997 DEPOSIT							
		OPERATING CC-SQ		CPN VALUE-64000		ORIGIN-BKK	L 2
PRESENT TO:SQ							
PRESENT AT:BKK							
NON REFUNDABLE							
NON EXCHANGEABLE							
NON INTERLINEABLE							
CONSUMED AT ISSUANCE							
ADD INF/RKS: -SQ981 G BKKSIN 21JAN HK32-SQ972 G 27JAN HK32 SQ CODE XXXXXX DEPOSIT THB2000X32PAX TOTAL THB64000							
FARE	F	THB	64000				
EXCH VAL		THB	64000				
TOTAL		THB	64000				

TQM OPTIONS

HE TQM

ENTRY	DESCRIPTION
TQM	Display TSM
TQM/P1	Passenger selection
TQM/INF	Infant selection
TQM/M1	TSM number selection
TQM/P2/INF	Infant with P2 selection

Manual deletion of a TSM-P pricing record

Entries	Explanations
TMX/M1 TMX/M1,3-4	Delete the TSM-P with specific
TMX/INF	Delete the TSM-P for the infant
TMX/P1 TMX/P1,3-4	Delete the TSM-P with specific passenger
TMX/ALL	All TSM-P

Display TSM history

Entries	Explanations
TMH	Display TSM history
TMH/M2	Display TSM history by TSM number

5. Create Fare Element

Field Identifier	Field Name	Entries
FP	Form of Payment	TMI/FP-CASH TMI/FP-CCVI4444333322221111/1217/N001 TMI/FP-NR+CASH/Selling
FT	Tour Code	TMI/FT-NRTH001
FM	Commission	TMI/FM-5 TMI/FM-500A
FE	Endorsement Information	TMI/FE-NON REFUNDABLE
NF	Net Fare	TMI/NF-1000

5.1 Sale as Face Value

>TMI/FP-CASH

```

>TMI/FP-CASH
TSM      1  TYPE P      BKKOK219W SR/19OCT 11      EMD-S CARR SQ
  1.AGENTNAME/GROUP
RFIC-D/D  FINANCIAL IMPACT
  1. RFISC-997 DEPOSIT                                L    2
    OPERATING CC-SQ                                CPN VALUE-64000      ORIGIN-BKK
    PRESENT TO:SQ
    PRESENT AT:BKK
    NON REFUNDABLE
    NON EXCHANGEABLE
    NON INTERLINEABLE
    CONSUMED AT ISSUANCE

ADD INF/RKS: -SQ981 G BKKSIN 21JAN HK32-SQ972 G 27JAN HK32 SQ CODE XXXXXX DEPOS
IT THB2000X32PAX TOTAL THB64000

FARE      F  THB      64000
EXCH VAL  THB      64000

TOTAL     THB      64000
FP  CASH
    
```

6. EMD Issuance

Existing **TTM** entries are used in order to issue an EMD.

- Issuance of EMD creates a record in the EMD database
- Passenger receipt can be printed on plain paper and sent by e-mail
- Agent and Audit coupons, credit card charge form can be printed
- For **EMD-A**: System update message sent to E-Ticketing server to [associate E-Ticket coupons](#)

>TTM/RT

OK EMD

>TTM/RT

OK EMD ADVISE PSGR TO BRING FOID/PICT ID AT APT

TTM OPTIONS

HE TTM

Issuance Options	Explanations
TTM/RT	Retrieve PNR option
TTM/M1 TTM/M1,3-4	TSM selection
TTM/INF	Infant passenger TSM selection
TTM/P1 TTM/P1,3-4	Passenger selection
TTM/L3 TTM/L3,4-5	Service selection ,from the PNR line number

Electronic Miscellaneous Document

Example of EMD-A

>RT

```

--- TST TSM RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  19OCT17/0723Z  KV3B8B
1.DARCY/MARK MR
2  AY 142 S 10JAN 3 BKKHEL HK1  0905 1455  10JAN  E  AY/KV3B8B
3  AY 141 S 18JAN 4 HELBKK HK1  1705 0725  19JAN  E  AY/KV3B8B
4  AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD -
  A
5  TK OK19OCT/BKKOK219W//ETAY
6  /SSR RQST AY HK1 BKKHEL/22AN,P1/S2    SEE RTSTR
7  /SSR RQST AY HK1 HELBKK/21AN,P1/S3    SEE RTSTR
8  FA PAX 105-1389978901/ETAY/THB49460/19OCT17/BKKOK219W/353033
  54/S2-3
9  FA PAX 105-2819856921/DTAY/THB2120/19OCT17/BKKOK219W/3530335
  4/E6-7
10 FB PAX 0000000000 TTP/RT OK ETICKET ADVISE PSGR TO BRING
  FOID/PICT ID AT APT/S2-3
11 FB PAX 0000000000 TTM/RT OK EMD/E6-7
12 FE PAX CHNG THB2500/REF RESTR/S2-3
13 FM *M*0
14 FP CASH
15 FV PAX AY/S2-3
  
```

Example of EMD-S

>RT

```

--- TSM ---
RP/BKKOK219W/BKKOK219W          SR/SU  19OCT17/0727Z  KV4WFP
1.AGENTNAME/GROUP
2  SVC SQ HK1 DPST BKK
3  AP BKK 02-123-4567 AGENT PHONE NUMBER
4  TK TL19OCT/BKKOK219W
5  FA PAX 618-2819856922/DTSQ/THB64000/19OCT17/BKKOK219W/353033
  54/S2
6  FB PAX 0000000000 TTM/RT OK EMD ADVISE PSGR TO BRING
  FOID/PICT ID AT APT/S2
  
```

PNR update

- The EMD issuance is reflected in the PNR via the addition of an FA and FB line.
- The association at the end of the line is **‘/S’** when referring to the **SVC segment line number**.
- The association at the end of the line is **‘/E’** when referring to the **SSR element**
- The FA line created is flagged with a **“/DT”** indicator following the document number, where ‘D’ is the indicator for EMD.

Electronic Miscellaneous Document

Example of EMD Agent Coupon

```

**AGENT COUPON**
EMD-1251815017008      TYPE-S      SYS-1A  LOC-Y2N5RF
INT-I      FCI-0  0      POI-BKK      DOI-09OCT13      IOI-35315781
PAX- PHUMILUCK/SUWAPHATR MISS      ADT
RFIC-D  FINANCIAL IMPACT
REMARKS-
CPN-1  RFISC-992  BA      S-V  SAC- 125NIH9HEOU28  VALUE-3040
DESCRIPTION-RES CHANGE FEE
NON-REFUNDABLE
NON-EXCHANGEABLE
CONSUMED AT ISSUANCE
PRESENT TO-BRITISH AIRWAYS
PRESENT AT-BANGKOK
ICW-1254128516378
SERVICE REMARKS-
FARE  F  THB      3040
EXCH VAL THB      3040      RFND VAL
TAX-
TOTAL      THB      3040
/FC
FP CASH
FOID-
    
```

7. Display of EMD Record

The display of a specific EMD record can be requested using the **EWD** entry with the following options

EWD OPTIONS

HE EWD

Entries	Description
EWD	Displaying a EMD from a retrieved PNR (There is only 1 EMD in the PNR)
EWD/LX	Displaying a EMD record by specific FA element line number
EWD/EMD105-1815017761	Displaying EMD record by document number
EWDRT	Redisplay EMD record

Example of EMD-A

>EWD

EMD-1052819856921	TYPE-A	SYS-1A	LOC-KV3B8B
INT-I	FCI-0	0	POI-BKK
		DOI-19OCT17	IOI-35303354
PAX-	DARCY/MARK MR		ADT
RFIC-A	AIR TRANSPORTATION		
REMARKS-			
CPN-1	RFISC-0B5	AY BKKHEL	S-O
	DESCRIPTION-SEAT ASSIGNMENT		
	NON-REFUNDABLE		
	NON-EXCHANGEABLE		
	PRESENT TO-		
	PRESENT AT-		
	ICW-1051389978901E1		(A)
	SERVICE REMARKS-CHARACTERISTICS: W		
CPN-2	RFISC-0B5	AY HELBKK	S-O
	DESCRIPTION-SEAT ASSIGNMENT		
	NON-REFUNDABLE		
	NON-EXCHANGEABLE		
	PRESENT TO-		
	PRESENT AT-		
	ICW-1051389978901E2		(A)
	SERVICE REMARKS-CHARACTERISTICS: W		
FARE	F	THB	2120
			BR
			39.19452
EXCH VAL	THB	2120	RFND VAL
TAX-			
TOTAL	THB	2120	
/FC	BKK AY HEL1060	AY BKK1060	THB2120END
FP	CASH		
FOID-			

Electronic Miscellaneous Document

If you display E-Ticket record

>TWD

```

TKT-1051389978901          RCI-          1A  LOC-KV3B8B
OD-BKKBKK  SI-          FCPI-0  POI-BKK  DOI-19OCT17  IOI-35303354
  1.DARCY/MARK MR          ADT          ST
1  OBKK AY 142  S 10JAN0905 OK SBA2TH          O          10APR 1PC
2  OHEL AY 141  S 18JAN1705 OK SBA2TH          O          10APR 1PC
  BKK
FARE  F THB          37000
TOTALTAX THB          12460
TOTAL  THB          49460
/FC BKK AY HEL558.42AY BKK558.42NUC1116.84END ROE33.129000
FE CHNG THB2500/REF RESTR
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
IN CONNECTION WITH:
1. 105-2819856921E1 (A)          EMD-A Number
2. 105-2819856921E2 (A)
    
```

Example of EMD-S

>EWD

```

EMD-6182819856922          TYPE-S          SYS-1A  LOC-KV4WFP
INT-          FCI-1  1          POI-BKK          DOI-19OCT17          IOI-35303354
PAX- AGENTNAME/GROUP          ADT
RFIC-D  FINANCIAL IMPACT
REMARKS--SQ981 G BKKSIN 21JAN HK32-SQ972 G 27JAN HK32 SQ CODE XXXXXX DEPOSIT TH
B2000X32PAX TOTAL THB64000
CPN-1  RFISC-997  SQ BKK          S-F          SAC- 6182232KINEAI  VALUE-64000
DESCRIPTION-DEPOSIT
NON-REFUNDABLE
NON-EXCHANGEABLE
NON-INTERLINEABLE
CONSUMED AT ISSUANCE
PRESENT TO-SQ
PRESENT AT-BKK
SERVICE REMARKS-
FARE  F THB          64000
EXCH VAL THB          64000          RFND VAL
TAX-
TOTAL  THB          64000
/FC
FP CASH
FOID-
    
```

8. EMD Passenger Receipt

HE EMR

Entries	Description
EMR	Reprint EMD accounting coupons for all passengers from a retrieved PNR
EMR/P1 EMR/P1,3 EMR/P1-2,4	Reprint EMD accounting coupons for a specific passenger from a retrieved PNR
EMR/EWD105-1815017757	Reprint EMD accounting coupons by EMD document number
EMR/EPR-EML- SMITH@HOT.COM EMR/EPR-EML- SMITH@HOT.COM/P1	Reprint EMD accounting coupons from a retrieved PNR and send passenger receipts to specific e-mail address
EMR/EPR-EMLA EMR/EPR-EMLA/P1	Reprint EMD accounting coupons from the retrieved PNR and send passenger receipts to e-mail specified in APE element
EMR/EPR-EML- SMITH@HOT.COM/NOPRT EMR/EPR-EMLA/NOPRT	Send passenger receipts with the e-mail option specified from a retrieved PNR and do not print the accounting coupons

>EMR/EPR-EML-SAKAOJAI@THAIAMADEUS.COM/NOPRT

OK PROCESSED

Example of EMD Passenger Receipt

```

***** ----- *****
EMD-105-2819856921 0      EMD PASSENGER RECEIPT      1A ELECTRONIC
                                                                MISCELLANEOUS
                                                                DOCUMENT
FINNAIR                      19OCT17      TH
AMADEUS HELP DESK           35303354 7906 4266 /SRSU
DARCY/MARK MR                PNR KV3B8B/1A NOT VALID FOR TRAVEL
AIR TRANSPORTATION          *****

CPN 1 0B5 SEAT ASSIGNMENT
  OPERATING CC:AY
  ORIGIN:BKK
  DEST:HEL
  NON-REFUNDABLE
  NON-EXCHANGEABLE
  ICW: 1051389978901C1
  RMKS: CHARACTERISTICS: W

CPN 2 0B5 SEAT ASSIGNMENT
  OPERATING CC:AY
  ORIGIN:HEL
  DEST:BKK
  NON-REFUNDABLE
  NON-EXCHANGEABLE
  ICW: 1051389978901C2
  RMKS: CHARACTERISTICS: W

BKK AY HEL1060 AY BKK1060THB2120END

BR 39.19452

THB      2120      CASH
                        EXCH/
                        ORIG ISS/

THB      2120
FOID-
WHERE THIS DOCUMENT IS ISSUED 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.

```

9. Sales Report

EMD sales are included in all agents' sales reports.

- EMD-A sales are reported under EMDA transaction code.
- EMD-S sales are reported under EMDS transaction code.

>TJQ

AGY NO - 35303354	QUERY REPORT 19OCT	CURRENCY THB											
OFFICE - BKKOK219W	SELECTION:												
AGENT - 4266SR		19 OCT 2017											

SEQ NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	FEE	COMM	VAT	PAX	NAME	AS	RLOC	TRNC

001028	105	1389978901	49460	12460	0	0	0	0	DARCY/MA	SR	KV3B8B	TKTT	
001029	105	2819856921	2120	0	0	0	0	0	DARCY/MA	SR	KV3B8B	EMDA	
001030	618	2819856922	64000	0	0	0	0	0	AGENTNAM	SR	KV4WFP	EMDS	

10. Cancellation of EMD (Void)

HE TRDC

Before the transaction is confirmed in the sales report, using following entries.

Cancellation Entries	Explanations
TRDC TRDC/L5	From a retrieved PNR (FA/FH PNR line number option mandatory if several FA/FH in a PNR)
TRDC/864	From the sales report (sequence number)
TRDC/TK- 1815017758	From EMD document number

- Example Void from PNR

```

--- TST TSM RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  19OCT17/0723Z  KV3B8B
 1.DARCY/MARK MR
 2  AY 142 S 10JAN 3 BKKHEL HK1  0905 1455  10JAN  E  AY/KV3B8B
 3  AY 141 S 18JAN 4 HELBKK HK1  1705 0725  19JAN  E  AY/KV3B8B
 4 AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD -
  A
 5 TK OK19OCT/BKKOK219W//ETAY
 6 /SSR RQST AY HK1 BKKHEL/22AN,P1/S2  SEE RTSTR
 7 /SSR RQST AY HK1 HELBKK/21AN,P1/S3  SEE RTSTR
 8 FA PAX 105-1389978901/ETAY/THB49460/19OCT17/BKKOK219W/353033
 54/S2-3
 9 FA PAX 105-2819856921/DTAY/THB2120/19OCT17/BKKOK219W/3530335
 4/E6-7
10 FB PAX 0000000000 TTP/RT OK ETICKET ADVISE PSGR TO BRING
  FOID/PICT ID AT APT/S2-3
11 FB PAX 0000000000 TTM/RT OK EMD/E6-7
12 FE PAX CHNG THB2500/REF RESTR/S2-3
13 FM *M*0
14 FP CASH
15 FV PAX AY/S2-3
    
```

>TRDC/L9

```

OK - DOCUMENT(S) CANCELLED
    
```

Electronic Miscellaneous Document

Example of Void PNR:

```

--- TST TSM RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  19OCT17/0752Z  KV3B8B
  1.DARCY/MARK MR
  2  AY 142 S 10JAN 3 BKKHEL HK1  0905 1455  10JAN  E  AY/KV3B8B
  3  AY 141 S 18JAN 4 HELBKK HK1  1705 0725  19JAN  E  AY/KV3B8B
  4 AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD - A
  5 TK OK19OCT/BKKOK219W//ETAY
  6 /SSR RQST AY HK1 BKKHEL/22AN,P1/S2  SEE RTSTR
  7 /SSR RQST AY HK1 HELBKK/21AN,P1/S3  SEE RTSTR
  8 OPW-19OCT:1204/1C14/AY REQUIRES DOCUMENT ON OR BEFORE
    22OCT:1204/E6-7
  9 OPC-22OCT:1204/1C16/AY CANCELLATION DUE TO NO DOCUMENT/E6-7
 10 FA PAX 105-1389978901/ETAY/THB49460/19OCT17/BKKOK219W/353033
    54/S2-3
 11 FA PAX 105-2819856921/DVAY/THB2120/19OCT17/BKKOK219W/3530335
    4/E6-7
 12 FB PAX 0000000000 TTP/RT OK ETICKET ADVISE PSGR TO BRING
    FOID/PICT ID AT APT/S2-3
 13 FB PAX 0000000000 TTM/RT OK EMD/E6-7
 14 FE PAX CHNG THB2500/REF RESTR/S2-3
  
```

Example of Void EWD Record

```

EMD-1052819856921      TYPE-A          SYS-1A  LOC-KV3B8B
INT-I          FCI-0  0          POI-BKK          DOI-19OCT17          IOI-35303354
PAX- DARCY/MARK MR          ADT
RFIC-A  AIR TRANSPORTATION
REMARKS-
CPN-1  RFISC-0B5  AY BKKHEL  S-V  SAC- 10522375WE309
  DESCRIPTION-SEAT ASSIGNMENT
  NON-REFUNDABLE
  NON-EXCHANGEABLE
  PRESENT TO-
  PRESENT AT-
  ICW-1051389978901E1          (D)
  SERVICE REMARKS-CHARACTERISTICS: W
CPN-2  RFISC-0B5  AY HELBKK  S-V  SAC- 10522375WE309
  DESCRIPTION-SEAT ASSIGNMENT
  NON-REFUNDABLE
  NON-EXCHANGEABLE
  PRESENT TO-
  PRESENT AT-
  ICW-1051389978901E2          (D)
  SERVICE REMARKS-CHARACTERISTICS: W
FARE  F  THB          2120          BR          39.19452
EXCH VAL THB          2120          RFND VAL
TAX-
TOTAL  THB          2120
/FC BKK AY HEL1060 AY BKK1060THB2120END
FP CASH
FOID-
  
```

Electronic Miscellaneous Document

- Example Void from Sale Report

>TJQ

AGY NO - 35303354	QUERY REPORT 19OCT	CURRENCY THB											
OFFICE - BKKOK219W	SELECTION:												
AGENT - 4266SR		19 OCT 2017											

SEQ NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	FEE	COMM	VAT	PAX	NAME	AS	RLOC	TRNC

001028	105	1389978901	49460	12460	0	0	0	0	DARCY/MA	SR	KV3B8B	TKTT	
001029	105	2819856921	2120	0	0	0	0	0	DARCY/MA	SR	KV3B8B	CANX	
001030	618	2819856922	64000	0	0	0	0	0	AGENTNAM	SR	KV4WFP	EMDS	

>TRDC/1030

OK - DOCUMENT(S) CANCELLED

Electronic Miscellaneous Document

- Example Void from EMD Number

```

>EWD
EMD-1051815026746      TYPE-A          SYS-1A  LOC-26V93V
INT-I          FCI-0  0          POI-BKK          DOI-15JAN16          IOI-35303354
PAX- PATTINSON/ROBERT MR          ADT
RFIC-A  AIR TRANSPORTATION
REMARKS-
CPN-1  RFISC-0B5  AY BKKHEL  S-O
DESCRIPTION-SEAT ASSIGNMENT
NON-REFUNDABLE
NON-EXCHANGEABLE
PRESENT TO-
PRESENT AT-
ICW-1059682464916C1          (A)
SERVICE REMARKS-CHARACTERISTICS: O
CPN-2  RFISC-0B5  AY HELBKK  S-O
DESCRIPTION-SEAT ASSIGNMENT
NON-REFUNDABLE
NON-EXCHANGEABLE
PRESENT TO-
PRESENT AT-
ICW-1059682464916C2          (A)
SERVICE REMARKS-CHARACTERISTICS: O
FARE  F      THB          3950
NON-REFUNDABLE
NON-EXCHANGEABLE
PRESENT TO-
PRESENT AT-
ICW-1059682464916C1          (A)
SERVICE REMARKS-CHARACTERISTICS: O
CPN-2  RFISC-0B5  AY HELBKK  S-O
DESCRIPTION-SEAT ASSIGNMENT
NON-REFUNDABLE
NON-EXCHANGEABLE
PRESENT TO-
PRESENT AT-
ICW-1059682464916C2          (A)
SERVICE REMARKS-CHARACTERISTICS: O
FARE  F      THB          3950
EXCH VAL THB          3950          RFND VAL          BR  39.42463300
TAX-
TOTAL          THB          3950
/FC BKK AY HEL1975 AY BKK1975THB3950END
FP CASH
FOID-
    
```

>TRDC/TK-1815026746

OK - DOCUMENT(S) CANCELLED

11. Refund of EMD

HE TRF

A refund transaction can be initiated using the following entries

Refund Initialization Entries	Explanation
TRF	From a retrieved PNR
TRF/L5	(FA/FH PNR line number option mandatory if several FA/FHD in the PNR)
TRF/I-867	From sales reports item number
TRF105-1815017757/EMD	From EMD document number

As for the usual refund process, the same entries are used (TRFU, TRFP, TRFIG)

Refund Process

- The system automatically checks the EMD coupon's status to verify the EMD eligibility for the refund process
- The EMD server updates all EMD coupons into "R" status
- All refunded EMD coupons are disassociated from the E-TKT

Example : Residual Valued EMD for refund (RSVR)

ออกตั๋วไปเป็น D Class

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  20OCT17/0919Z  KYJCQD
 1.CYRUS/MILEY MS
 2  BA 010 D 19MAR 1 BKKLHR HK1  1115 1725  19MAR  E  BA/KYJCQD
 3  BA 009 D 27MAR 2 LHRBKK HK1  1600 0940  28MAR  E  BA/KYJCQD
 4 AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD -
   A
 5 TK OK20OCT/BKKOK219W//ETBA
 6 FA PAX 125-1389978950/ETBA/THB133525/20OCT17/BKKOK219W/35303
   354/S2-3
 7 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
 8 FE PAX CARRIER RESTRICTION APPLY/S2-3
 9 FM *M*0
10 FP CASH
11 FV PAX BA/S2-3
    
```

ผู้โดยสารต้องการเปลี่ยนวันเดินทางขากลับจาก 27Mar to 28Mar แต่ D Class เต็ม จึงต้องเป็น Y Class

>SBY3

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  20OCT17/0920Z  KYJCQD
 1.CYRUS/MILEY MS
 2  BA 010 D 19MAR 1 BKKLHR HK1  1115 1725  19MAR  E  BA/KYJCQD
 3  BA 009 Y 28MAR 3 LHRBKK HK1  1600 0940  29MAR  E  BA/KYJCQD
 4 AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD - A
 5 TK OK20OCT/BKKOK219W//ETBA
 6 FA PAX 125-1389978950/ETBA/THB133525/20OCT17/BKKOK219W/35303
   354/S2
 7 FB PAX 0000000000 TTP/RT OK ETICKET/S2
 8 FE PAX CARRIER RESTRICTION APPLY/S2
 9 FM *M*0
10 FP CASH
11 FV PAX BA/S2
    
```

Electronic Miscellaneous Document

>TWD ดู E Ticket Record เพื่อดูราคาของตั๋วใบเก่า

TKT-1251389978950	RCI-	1A	LOC-KYJCQD
OD-BKKBKK SI-	FCPI-0	POI-BKK	DOI-20OCT17 IOI-35303354
1.CYRUS/MILEY MS	ADT	ST	
1 OBKK BA 10	D 19MAR1115	OK DNN0Y6C5	O 2PC
2 OLHR BA 9	D 27MAR1600	OK DNN0Y6C5	O 2PC
BKK			
FARE	F THB	108980	
TOTALTAX	THB	24545	
TOTAL	THB	133525	
/FC BKK BA LON1644.78BA BKK1644.78NUC3289.56END ROE33.129000			
FE CARRIER RESTRICTION APPLY			
FP CASH			
NON-ENDORSABLE			
FOR TAX/FEE DETAILS USE TWD/TAX			

>TWD/TAX เพื่อดูภาษีของตั๋วใบเก่า

TOTALTAX	THB	24545			
TX01	THB	15330YQ	TX02	THB	35E7
TX03	THB	15G8	TX04	THB	35E7
TX05	THB	15G8	TX06	THB	700TS
TX07	THB	6590GB	TX08	THB	1825UB

>TTE ลบราคาเก่า

>FXP Pricing ราคาใหม่ที่เป็น D+Y class

>TQT

TST00002	BKKOK219W	SR/20OCT I 0	LD 17NOV17 2359	OD BKKBKK
T-E				
FXP				
1.CYRUS/MILEY MS				
1	BKK BA	010 D	19MAR 1115	OK DNN0Y6C5 2PC
2	O LHR BA	009 Y	28MAR 1600	OK YNN0Y6C5 1PC
BKK				
FARE	F THB	79490		
TX001	X THB	12965-YQAD	TX002	X THB 35-E7AD
TX003	X THB	15-G8AE	TX004	X THB 35-E7AP
TX005	X THB	15-G8DP	TX006	X THB 700-TSLA
TX007	X THB	3295-GBAD	TX008	X THB 1825-UBAS
TOTAL	THB	98375		
GRAND TOTAL	THB	98375		
BKK BA LON1644.78BA BKK754.62NUC2399.40END ROE33.129000				

OLD	NEW	DIFF
FARE 108980	79490	29490
15330YQ	12965YQ	2365YQ
35E7	35E7	-
15G8	15G8	-
35E7	35E7	-
15G8	15G8	-
700TS	700TS	-
6590GB	3295GB	3295GB
1825UB	1825UB	-
		35150

Electronic Miscellaneous Document

PREPARE TO REISSUE TICKET FROM D CLASS D+Y CLASS ใส่ข้อมูลเพื่อเตรียมออกตั๋วใบใหม่ที่เป็น D+Y Class

>TTK/EXCH

>TTK/VXX19MAR ใส่ NVA

```
TST00002      BKKOK219W SR/20OCT M 1 LD 17NOV17 2359 OD BKKBKK
T-E
FXP
1.CYRUS/MILEY MS
1  BKK BA 010 D 19MAR 1115 OK DNN0Y6C5          19MAR 2PC
2 O LHR BA 009 Y 28MAR 1600 OK YNN0Y6C5          19MAR 1PC
BKK
FARE R THB 79490
TX001 O THB 12965-YQAD TX002 O THB 35-E7AD TX003 O THB 15-G8AE
TX004 O THB 35-E7AP TX005 O THB 15-G8DP TX006 O THB 700-TSLA
TX007 O THB 3295-GBAD TX008 O THB 1825-UBAS
TOTAL THB 0
GRAND TOTAL THB 0
BKK BA LON1644.78BA BKK754.62NUC2399.40END ROE33.129000
```

>FO*L6 ใส่เบอร์ตั๋วoriginal

```
>FO125-1389978950E1BKK20OCT17/35303354/125-1389978950E1
```

```
--- TST RLR ---
RP/BKKOK219W/BKKOK219W      SR/SU 20OCT17/0928Z KYJCQD
1.CYRUS/MILEY MS
2 BA 010 D 19MAR 1 BKKLHR HK1 1115 1725 19MAR E BA/KYJCQD
3 BA 009 Y 28MAR 3 LHRBKK HK1 1600 0940 29MAR E BA/KYJCQD
4 AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD -
A
5 TK OK20OCT/BKKOK219W//ETBA
6 FA PAX 125-1389978950/ETBA/THB133525/20OCT17/BKKOK219W/35303
354/S2
7 FB PAX 0000000000 TTP/RT OK ETICKET/S2
8 FE PAX CARRIER RESTRICTION APPLY/S2-3
9 FM *M*0
10 FO 125-1389978950BKK20OCT17/35303354/125-1389978950E1
11 FP PAX O/CASH/S2-3
12 FV PAX BA/S2-3
```

Electronic Miscellaneous Document

PREPARE TO ISSUE EMD ใส่ข้อมูลเพื่อเตรียมออก EMD

>IU BA HK1 RSVR

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  20OCT17/0928Z  KYJCQD
 1.CYRUS/MILEY MS
 2  BA 010 D 19MAR 1 BKKLHR HK1  1115 1725  19MAR  E  BA/KYJCQD
 3  BA 009 Y 28MAR 3 LHRBKK HK1  1600 0940  29MAR  E  BA/KYJCQD
 4  SVC BA HK1 RSVR
 5  AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD - A
 6  TK OK20OCT/BKKOK219W//ETBA
 7  FA PAX 125-1389978950/ETBA/THB133525/20OCT17/BKKOK219W/35303
    354/S2
 8  FB PAX 0000000000 TTP/RT OK ETICKET/S2
 9  FE PAX CARRIER RESTRICTION APPLY/S2-3
10  FM *M*0
11  FO 125-1389978950BKK20OCT17/35303354/125-13899789502E1
12  FP PAX O/CASH/S2-3
13  FV PAX BA/S2-3
    
```

>TMC/VBA

```

TSM  1  TYPE P      BKKOK219W SR/20OCT 11      EMD-S CARR BA
 1.CYRUS/MILEY MS
RFIC-D/K  FINANCIAL IMPACT
 1. RFISC-996 REFUNDABLE BALANCE                L  4
   OPERATING CC-BA
   NON EXCHANGEABLE

ADD INF/RKS:
    
```

>TMI/CV-29490/R29490/O2365YQ/O3295GB/WO

>TMI/FP-O/CASH

>TMI/FO-125-1389978950BKK20OCT17/35303354/125-13899789502E1

>TMI/CR-RESIDUAL VALUED EMD FOR REFUND THB35150

```

TSM  1  TYPE P      BKKOK219W SR/20OCT 11      EMD-S CARR BA
 1.CYRUS/MILEY MS
RFIC-D/K  FINANCIAL IMPACT
 1. RFISC-996 REFUNDABLE BALANCE                L  4
   OPERATING CC-BA                CPN VALUE-29490
   NON EXCHANGEABLE

ADD INF/RKS:

FARE      R  THB      29490
EXCH VAL  THB      35150

TAX001  C  THB      2365YQ  TAX002  O  THB      3295GB

TOTAL      THB          0
FO 125-1389978950BKK20OCT17/35303354/125-13899789502E1
FP O/CASH
    
```

Electronic Miscellaneous Document

>RFPAX;ER

>TTP/TTM/RT

**** ต้อง Reissue ตัวพร้อมกับออก EMD พร้อมกันเสมอ ****

OK ETICKET/EMD

>RT

```

--- TST TSM RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  20OCT17/0947Z  KYJCQD
 1. CYRUS/MILEY MS
 2  BA 010 D 19MAR 1 BKKLHR HK1 1115 1725 19MAR E BA/KYJCQD
 3  BA 009 Y 28MAR 3 LHRBKK HK1 1600 0940 29MAR E BA/KYJCQD
 4  SVC BA HK1 RSVR
 5  AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD -
   A
 6  TK OK20OCT/BKKOK219W//ETBA
 7  FA PAX 125-1389978953/ETBA/THB0/20OCT17/BKKOK219W/35303354
   /S2-3
 8  FA PAX 125-2819856957/DTBA/THB0/20OCT17/BKKOK219W/35303354
   /S4
 9  FB PAX 0000000000 TTP/TTM/RT OK ETICKET/EMD/S2-3
10  FB PAX 0000000001 TTP/TTM/RT OK ETICKET/EMD/S4
11  FE PAX CARRIER RESTRICTION APPLY/S2-3
12  FM *M*0
13  FO 125-1389978950BKK20OCT17/35303354/125-13899789502E1
14  FP PAX O/CASH/S2-3
15  FV PAX BA/S2-3
    
```

>TWD

```

TKT-1251389978953          RCI-          1A LOC-KYJCQD
OD-BKKBKK SI-          FCPI-1  POI-BKK  DOI-20OCT17  IOI-35303354
 1. CYRUS/MILEY MS          ADT          ST
 1  OBKK BA 10  D 19MAR1115 OK DNN0Y6C5  O          19MAR 2PC
 2  OLHR BA 9  Y 28MAR1600 OK YNN0Y6C5  O          19MAR 1PC
   BKK
FARE R THB          79490
TOTALTAX THB          0
TAXES PD
TOTAL THB          NO ADC
/FC BKK BA LON1644.78BA BKK754.62NUC2399.40END ROE33.129000
FE CARRIER RESTRICTION APPLY
FO 125-1389978950BKK20OCT17/35303354/125-1389978950
FP O/CASH
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
    
```

Electronic Miscellaneous Document

>EWD

```

EMD-1252819856957      TYPE-S      SYS-1A  LOC-KYJCQD
INT-          FCI-1  1          POI-BKK      DOI-20OCT17      IOI-35303354
PAX- CYRUS/MILEY MS      ADT
RFIC-D FINANCIAL IMPACT
REMARKS-
CPN-1  RFISC-996  BA          S-O          VALUE-29490
DESCRIPTION-REFUNDABLE BALANCE
NON-EXCHANGEABLE
PRESENT TO-
PRESENT AT-
ICW-1251389978953
SERVICE REMARKS-
FARE  R  THB      29490
EXCH VAL THB      35150      RFND VAL
TAX-01 O  YQ      2365      TAX-02 O  GB      3295
TOTAL      THB      NO ADC
/FC
FO 125-1389978950BKK20OCT17/35303354/125-1389978950
FP O/CASH
FOID-
    
```

>TIQ -DISPLAY SALE REPORT

AGY NO - 35303354	QUERY REPORT 20OCT	CURRENCY THB
OFFICE - BKKOK219W	SELECTION:	
AGENT - 4266SR		20 OCT 2017

SEQ NO	A/L DOC NUMBER	TOTAL DOC TAX FEE COMM VAT PAX NAME AS RLOC TRNC

001120	125 1389978953	0 0 0 0 0 0 CYRUS/MI SR KYJCQD TKTT
001121	125 2819856957	0 0 0 0 0 0 CYRUS/MI SR KYJCQD EMDS

Electronic Miscellaneous Document

สุดท้ายทำ Refund เพื่อคืนเงินให้ผู้โดยสารใน EMD

>TRF125-2819856957/EMD

REFUND RECORD		AGT-35303354 SR/20OCT17 F TKT-Y	
NM	NAME	CYRUS/MILEY MS	
I	ISSUED	20OCT17	
D1	DOCUMENT	125 2819856957 0 CPNS 1000	
F	FARE PAID	THB	29490
U	FARE USED		0
	FARE REFUND		29490
XT	TAX REFUND		5660 >TRFT
	REFUND TOTAL		35150
FO	EX TKT 1251389978950BKK20OCT1735303354		

>TRFU/FP1CASH

REFUND RECORD		AGT-35303354 SR/20OCT17 L TKT-Y	
NM	NAME	CYRUS/MILEY MS	
I	ISSUED	20OCT17	
D1	DOCUMENT	125 2819856957 0 CPNS 1000	
F	FARE PAID	THB	29490
U	FARE USED		0
	FARE REFUND		29490
XT	TAX REFUND		5660 >TRFT
	REFUND TOTAL		35150
FP1	CASH		35150
FO	EX TKT 1251389978950BKK20OCT1735303354		

>TRFP

OK EMD RECORD UPDATED SAC- 12522FTYOTWL9
OK - REFUND PROCESSED

>TJQ

AGY NO - 35303354	QUERY REPORT 24OCT	CURRENCY THB										
OFFICE - BKKOK219W	SELECTION:											
AGENT - 6888SR		24 OCT 2017										

SEQ NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	FEE	COMM	VAT	PAX NAME	AS	RLOC	TRNC
001122	125	2819856957	-35150		-5660	0	0	0	CYRUS/MI	SR	KYJCQD	RFND

Electronic Miscellaneous Document

Example of EMD Issuance : DATE CHANGE FEE THB2000

ผู้โดยสารออกตั๋วไปแล้วและต้องการเปลี่ยนวันเดินทาง

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU 19OCT17/0817Z  KVKESM
 1.HONDA/KEISUKE MR
 2 NH 808 S 25DEC 1 BKKNRT HK1 0030 0825 25DEC E NH/KVKESM
 3 NH 805 S 04JAN 4 NRTBKK HK1 1815 2335 04JAN E NH/KVKESM
 4 AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD - A
 5 TK OK19OCT/BKKOK219W//ETNH
 6 FA PAX 205-1389978902/ETNH/THB17650/19OCT17/BKKOK219W/353033
 54/S2-3
 7 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
 8 FE PAX /C1-2 FLT/CNX/CHG RESTRICTED CHECK FARE RULE/S2-3
 9 FM *M*5
10 FP CASH
11 FV PAX NH/S2-3
    
```

>TWD ใน E TKT Record NVB/NVA fixed date จึงต้อง Reissue ตั๋ว ทำ Revalidate ไม่ได้

```

TKT-2051389978902          RCI-          1A LOC-KVKESM
OD-BKKBKK SI-          FCPI-0  POI-BKK  DOI-19OCT17  IOI-35303354
 1.HONDA/KEISUKE MR          ADT          ST
1 OBKK NH 808 S 25DEC0030 OK SRCTO          O 25DEC25DEC 2PC
2 ONRT NH 805 S 04JAN1815 OK SRCTO          O 04JAN04JAN 2PC
  BKK
FARE F THB          16000
TOTALTAX THB          1650
TOTAL THB          17650
/FC BKK NH TYO241.48NH BKK241.48NUC482.96END ROE33.129000
FE /C1-2 FLT/CNX/CHG RESTRICTED CHECK FARE RULE
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
    
```

Refer from fare note ดูเงื่อนไขว่าเก็บค่าเปลี่ยนเท่าใด

>FQN1-1*PE

```

CHANGES
  ANY TIME
  CHARGE THB 2000 FOR REISSUE/REVALIDATION.
    
```

เมื่อผู้โดยสารรับทราบเงื่อนไข จึงทำการเปลี่ยนวันเดินทางขากลับให้ผู้โดยสาร จาก 4JAN เป็น 5JAN

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU 19OCT17/0840Z  KVKESM
 1.HONDA/KEISUKE MR
 2 NH 808 S 25DEC 1 BKKNRT HK1 0030 0825 25DEC E NH/KVKESM
 3 NH 805 S 05JAN 5 NRTBKK HK1 1815 2335 05JAN E NH/KVKESM
 4 AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD -
  A
 5 TK OK19OCT/BKKOK219W//ETNH
 6 FA PAX 205-1389978902/ETNH/THB17650/19OCT17/BKKOK219W/353033
    
```

Electronic Miscellaneous Document

Reissue ตัว เพื่อให้ใน E Ticket Record เป็นวันที่ตรงกับใน PNR ที่เปลี่ยนวัน

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU 19OCT17/0852Z  KVKESM
 1.HONDA/KEISUKE MR
 2 NH 808 S 25DEC 1 BKNRT HK1 0030 0825 25DEC E NH/KVKESM
 3 NH 805 S 05JAN 5 NRTBKK HK1 1815 2335 05JAN E NH/KVKESM
 4 AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD -
  A
 5 TK OK19OCT/BKKOK219W//ETNH
 6 FA PAX 205-1389978903/ETNH/THB0/19OCT17/BKKOK219W/35303354
  /S2-3
 7 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
 8 FE PAX /C1-2 FLT/CNX/CHG RESTRICTED CHECK FARE RULE/S2-3
 9 FM *M*5
10 FO 205-1389978902BKK19OCT17/35303354/205-13899789021E1
11 FP PAX O/CASH/S2-3
12 FV PAX NH/S2-3
    
```

แล้วจึงออก EMD เพื่อเก็บค่าเปลี่ยนวันเดินทาง 2000 บาท

>IU NH NN1 PENF BKK

>TMC/VNH

```

TSM      1  TYPE P      BKKOK219W SR/19OCT 11      EMD-S CARR NH
 1.HONDA/KEISUKE MR
RFIC-D/Q  FINANCIAL IMPACT
 1. RFISC-993 RESERVATION CHANGE FEE                      L   4
    OPERATING CC-NH                      ORIGIN-BKK
    NON REFUNDABLE
    NON EXCHANGEABLE
    CONSUMED AT ISSUANCE

ADD INF/RKS:
    
```

>TMI/CV-2000/F2000/IC-TKT2051389978902/FP-CASH

```

TSM      1  TYPE P      BKKOK219W SR/19OCT 11      EMD-S CARR NH
 1.HONDA/KEISUKE MR
RFIC-D/Q  FINANCIAL IMPACT
 1. RFISC-993 RESERVATION CHANGE FEE                      L   4
    OPERATING CC-NH                      CPN VALUE-2000      ORIGIN-BKK
    ICW-2051389978902
    NON REFUNDABLE
    NON EXCHANGEABLE
    CONSUMED AT ISSUANCE

ADD INF/RKS:

FARE      F  THB          2000
EXCH VAL   THB          2000

TOTAL      THB          2000
FP CASH
    
```

Electronic Miscellaneous Document

>TTM/RT

OK EMD

>RT

```

--- TST TSM RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  19OCT17/0923Z  KVKESM
 1.HONDA/KEISUKE MR
 2 NH 808 S 25DEC 1 BKKNRT HK1  0030 0825  25DEC  E  NH/KVKESM
 3 NH 805 S 05JAN 5 NRTBKK HK1  1815 2335  05JAN  E  NH/KVKESM
 4 SVC NH HK1 PENF BKK
 5 AP BKK +6622079000 - THAI-AMADEUS SOUTHEAST ASIA CO., LTD -
  A
 6 TK OK19OCT/BKKOK219W//ETNH
 7 FA PAX 205-1389978903/ETNH/THB0/19OCT17/BKKOK219W/35303354
  /S2-3
 8 FA PAX 205-2819856923/DTNH/THB2000/19OCT17/BKKOK219W/3530335
 4/S4
 9 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
10 FB PAX 0000000000 TTM/RT OK EMD/S4
11 FE PAX /C1-2 FLT/CNX/CHG RESTRICTED CHECK FARE RULE/S2-3
12 FM *M*5
13 FO 205-1389978902BKK19OCT17/35303354/205-13899789021E1
14 FP PAX O/CASH/S2-3
15 FV PAX NH/S2-3
    
```

>TJQ

AGY NO - 35303354	QUERY REPORT 19OCT	CURRENCY THB
OFFICE - BKKOK219W	SELECTION:	
AGENT - 4266SR		19 OCT 2017

SEQ NO	A/L	DOC NUMBER	TOTAL DOC	TAX	FEE	COMM	VAT	PAX NAME	AS	RLOC	TRNC
001028	105	1389978901	49460	12460	0	0	0	DARCY/MA	SR	KV3B8B	TKTT
001029	105	2819856921	2120	0	0	0	0	DARCY/MA	SR	KV3B8B	CANX
001030	618	2819856922	64000	0	0	0	0	AGENTNAM	SR	KV4WFP	CANX
001031	205	1389978902	17650	1650	0	800	56	HONDA/KE	SR	KVKESM	TKTT
001032	205	1389978903	0	0	0	0	0	HONDA/KE	SR	KVKESM	TKTT
001033	205	2819856923	2000	0	0	0	0	HONDA/KE	SR	KVKESM	EMDS

สรุป ขั้นตอนการออก EMD DEPOSIT GROUP

- 1. **NM1AGENTNAME/GROUP** ใส่ชื่อกรุป
- 2. **IU SQ NN1 DPST BKK** ใส่ Auxiliary Service Element (กรุณาสอบถาม SERVICE CODE จากสายการบิน บางสายใช้ PYMT)
- 3. **AP BKK 02-123-4567 AGENT PHONE NUMBER** ใส่เบอร์ติดต่อของตัวแทน
- 4. **TKTL** ใส่ Ticket Time Limit
- 5. **RFPAX;ER** ใส่ Received From และ ER
- 6. **TMC/VSQ** สร้าง Manual TSM
- 7. **TMI/F64000** ใส่ Fare
- 8. **TMI/CV-64000** ใส่ Coupon Value
- 9. **TMI/DSQ** ใส่ Present to
- 10. **TMI/ABKK** ใส่ Present at
- 11. **TMI/FT-NR.....** ใส่ Tour code (ถ้ามี)
- 12. **TMI/H....** ใส่ Document Remark
- 13. **TMI/FP-CASH** ใส่ Form of Payment
- 14. **RFPAX;ER** เชฟข้อมูลที่นำมาทั้งหมด
- 15. **TTM/RT** ออก EMD

NOTE :

- 1. ตัวแทนสามารถเชื่อมคำสั่งข้อ 7-13 ได้ เช่น
TMI/F64000/CV-64000/DSQ/ABKK/HSQ981 G BKKSIN 21JAN HK32-SQ972 G 27JAN HK32 SQ CODE XXXXXX
DEPOSIT THB2000X32PAX TOTAL THB64000
- 2. นี้เป็นเพียงตัวอย่างหนึ่งของสายการบินหนึ่งเท่านั้น ทางตัวแทนต้องสอบถามทางสายการบินว่ารายละเอียดต้องให้ใส่อะไรบ้าง

สรุป ขั้นตอนการออก EMD PENALTY FEE เช่น เปลี่ยนวันเดินทาง

1. ผู้โดยสารออกตั๋วไปแล้วและต้องการเปลี่ยนวันเดินทาง เมื่อเราดูใน E TKT Record โดยใช้คำสั่ง TWD จะเห็นว่า NVB/NVA fixed date จึงต้อง Reissue ตั๋ว ทำ Revalidate ไม่ได้ ซึ่งเราต้องตรวจสอบดูว่าเปลี่ยนวันเดินทางได้โดยมีค่าธรรมเนียมเท่าใด โดย

>FQN1-1*PE

เมื่อผู้โดยสารรับทราบเงื่อนไข จึงทำการเปลี่ยนวันเดินทางให้ผู้โดยสาร จากนั้นต้อง Reissue ตั๋ว เพื่อให้ใน E Ticket Record เป็นวันที่ตรงกับใน PNR ที่เปลี่ยนวันไว้ แล้วจึงออก EMD เพื่อเก็บค่าเปลี่ยนวันเดินทาง สมมติ 2000 บาท

- | | |
|-----------------------|---|
| 1. IU NH NN1 PENF BKK | (กรุณาสอบถาม SERVICE CODE จากสายการบิน) |
| 2. TMC/VNH | สร้าง Manual TSM |
| 3. TMI/F2000 | ใส่ Fare |
| 4. TMI/CV-2000 | ใส่ Coupon Value |
| 5. TMI/DNH | ใส่ Present to |
| 6. TMI/ABKK | ใส่ Present at |
| 7. TMI/FP-CASH | ใส่ Form of Payment |
| 8. RFPAX;ER | เซฟข้อมูลที่เข้ามาทั้งหมด |
| 9. TTM/RT | ออก EMD |

NOTE :

1. ตัวแทนสามารถเชื่อมคำสั่งข้อ 3-7 ได้ เช่น 3. TMI/CV-2000/F2000/IC-TKT2051389978902/FP-CASH
2. นี่เป็นเพียงตัวอย่างหนึ่งของสายการบินหนึ่งเท่านั้น ทางตัวแทนต้องสอบถามทางสายการบินว่ารายละเอียดต้องให้ใส่อะไรบ้าง

สรุป ขั้นตอนการออก **Residual Valued EMD for refund (RSVR)** หรือการทอนเงินคืนให้กับ

ผู้โดยสาร

เช่น ออกตั๋วไปเป็น D Class ผู้โดยสารต้องการเปลี่ยนวันเดินทาง แต่ D Class เต็ม จึงต้องเป็น Y Class จึงต้องมีเงินคืน ผู้โดยสาร เราจึงต้องออก EMD เพื่อทอนเงินคืนให้ผู้โดยสาร สิ่งที่ต้องทำคือ

- Reissue ตั๋วใบเก่าที่เป็น D class ให้เป็น Y class
- ออก EMD ทอนเงินคืน
- นำ EMD ที่เราออกนั้นมาทำ Refund

1. เปลี่ยนวันเดินทางให้กับผู้โดยสาร
2. TWD ดู E Ticket Record เพื่อดูราคาของตั๋วใบเก่า
3. TWD/TAX เพื่อดูภาษีของตั๋วใบเก่า
4. TTE ลบราคาเก่า
5. FXP Pricing ราคาใหม่ (ที่เป็น D+Y class)

คิดราคาส่วนต่างระหว่างราคาในตั๋วใบเก่า กับราคาใหม่ที่ผู้โดยสารเปลี่ยนแปลง
(ในกรณีนี้ ตั๋วเก่าเป็น D Class ทั้งไปกลับ แต่เปลี่ยนเป็น ไป D class + กลับ Y Class)

PREPARE TO REISSUE TICKET FROM D CLASS D+Y CLASS ใส่ข้อมูลเพื่อเตรียมออกตั๋วใบใหม่ที่เป็น D+Y Class

6. TTK/EXCH
7. TTK/VXX19MAR ใส่ NVA
8. FO*L6 ใส่เบอร์ตั๋ว original

PREPARE TO ISSUE EMD ใส่ข้อมูลเพื่อเตรียมออก EMD

9. IU BA HK1 RSVR ใส่ Auxiliary Service Element
10. TMC/VBA สร้าง Manual TSM
11. TMI/CV-29490/R29490/O2365YQ/O3295GB/W0
ใส่ FARE, COUPON VALUE, TAXES ที่จะต้องคืนเงินผู้โดยสาร และ WO เสมอ
12. TMI/FP-O/CASH ใส่ Form of Payment
13. TMI/FO-125-1389978950BKK20OCT17/35303354/125-13899789502E1 ใส่ FO
14. TMI/CR-RESIDUAL VALUED EMD FOR REFUND THB35150 ใส่ Coupon Remark
15. RFPAX;ER เชฟข้อมูลที่เข้ามาทั้งหมด
16. TTP/TTM/RT **** ต้อง Reissue ตั๋วพร้อมกับออก EMD พร้อมกันเสมอ ****

สุดท้ายทำ Refund เพื่อคืนเงินให้ผู้โดยสารใน EMD

17. TRF125-2819856957/EMD ดึงหมายเลข EMD ใน Refund Record
18. TRFU/FP1CASH ใส่ Form of Payment
19. TRFP บันทึกการทำ Refund