

Cathay Pacific Airways Dragonair

BSP Electronic Miscellaneous Document – Associated (BSP EMD-A)

Ancillary selling through Travel Agency Channel



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1. Introduction

1.1. CX & KA launch the first Ancillary selling through Travel Agency Channel

Cathay Pacific Airways (CX) and **Dragonair (KA)** will launch the first Ancillary selling to GDS channel on **09th May 2016** and a full rollout across other GDS providers is expected by end-Q3 2016. BSP EMD-A will be activated for collection of ancillary service fee simultaneously.

1.2. BSP Electronic Miscellaneous Document – Associated (BSP EMD-A)

- ❖ BSP EMD-A is issued for the collection of miscellaneous charges, such as premiums for superior air service that are to be lifted with an ETKT flight coupons;
- ❖ The intent of the association between the ETKT flight coupon(s) and the EMD-A value coupon(s) is to ensure the usage of the coupon(s) is synchronized;
- ❖ The ETKT number with which this BSP EMD-A is to be lifted is shown on the BSP EMD-A record.
- ❖ BSP EMD-A shall be limited to one passenger name only;
- ❖ BSP EMD-A can consist of a single or multiple value coupons;
- ❖ The carrier and the routing of the EMD-A and ETKT coupons must match.
- ❖ Only valid on CX and KA flights (including codeshare flights between CX and KA) for the time being.

1.3. Ancillary Service time limit

Ancillary service time limit offers instant notifications to travel agency once the service is requested, in addition to the existing ticket time limit (ADTK). It calculates and applies a real time limit to ancillary service for BSP EMD-A issuance, and cancels the service itself when the time limit is reached.

<Sample> Case for 1A GDS: Ancillary Service time limit in OPW/OPC

```

--- RLR ---
RP/AKLHF2105/AKLHF2105          CI/RC 26OCT15/0401Z 5VFEXY
AKLHF2105/0001AA/26OCT15
 1. XLGR/UNPAID
 2. CX 548 Y 29OCT 4 HKGHND HK1 0840 1325 29OCT E CX/5VFEXY
 3. AP AKL 64 9 358 8271 - HOUSE OF TRAVEL PRODUCT AUCKLAND - A
 4. TK OK26OCT/AKLHF2105
 5. /SSR RQST CX HK1 HKGHND/59HN,P1/S2 SEE RTSTR
 6. SSR ADTK 1A ADV TKT NBR TO CX/KA BY 26OCT GMT 0300 OR
   SUBJECT TO CANCEL
 7. OPW-21OCT:1858/1C14/CX REQUIRES DOCUMENT ON OR BEFORE
   26OCT:1858/E5
 8. OPC-26OCT:1858/1C16/CX CANCELLATION DUE TO NO DOCUMENT/E5
    
```

<Sample> Case for a 3rd party GDS: Ancillary Service time limit in teletype SSR ADMD

```

DENEPC
 1. 1KATEST/ONE MR
 1. KA 874Y 16NOV 1 HROVVG HK1 1300 1520 HRS /DCKA*SUJDOB /E
TKT/TIME LIMIT
 1. TAW/
PHONES
 1. HRG12345678
ANCILLARY EXISTS *AE TO DISPLAY
CUSTOMER NUMBER - 0987654321
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
GENERAL FACTS
 1. SSR ADMD 1B KK1 TO KA BY06OCT2042OTHERWISEWILLBECANCELLED
RECEIVED FROM - JE
0528.VMQ*AEJ 0541/06OCT15 DENEPC H B
*AE*AES<<
ANCILLARY SERVICES
 1. SEAT ASSIGNMENT 1.1 KATEST/ONE MR
STATUS - HD1/PAYMENT REQUIRED
    
```

Notes: Please refer to your GDS helpdesk for respective layout and booking entries.

1.4. Services Supported by BSP EMD-A on CX/KA

	Service Type	Reason For Issuance Code (RFIC)	Reason For Issuance Sub Code (RFISC)	Refundable by GDS	Exchangeable by GDS	GDS Implemented
1	Seat Assignment	A	0B5	x	√	Abacus Amadeus Infini Sabre

2. Functions of BSP EMD-A

2.1. BSP EMD-A Issuance

- ❖ In order to issue a BSP EMD-A for ancillary service, an ETKT must be presented in advance or at the same time of EMD-A issuance.
- ❖ Automated price based on ATPCO filing with all applicable service taxes is available.
- ❖ After the BSP EMD-A is issued, it will automatically be associated with the ETKT coupon(s) for which the service is booked.

2.2. BSP EMD-A Display

The below BSP EMD-A display options are available, subject to individual GDS readiness:

- ❖ EMD number;
- ❖ Frequent Traveller Number, RFIC and RFISC;
- ❖ Credit Card Number, RFIC and RFISC

BSP EMD-A records will be retrievable from the CX/KA database for 13 months from the date of issue if it is unused. While for a BSP EMD-A with all coupons are in final status, it will be stored for 90 days from last uplift date.

2.3. BSP EMD-A Void

Only the issuing office can void BSP EMD-A on the same day of issuance and before closure of sales.

- ❖ Once a BSP EMD-A is voided, the EMD number cannot be re-used;
- ❖ It is not possible to reinstate a voided EMD (no revert void function);
- ❖ An authorization code will be sent from CX/KA to confirm a successful transaction.
- ❖ After voiding, please ensure that the BSP EMD-A has been disassociated from the ETKT.
- ❖ Ancillary service must be removed from the customer record right after voiding of BSP EMD-A.

2.4. BSP EMD-A Exchange/Reissue

BSP EMD-A could be exchangeable, subject to service's rules & conditions and GDS readiness.

2.5. BSP EMD-A Refund

BSP EMD-A could be refundable, subject to service's rules & conditions and GDS readiness.

- ❖ Ancillary service must be removed from the customer record right before refunding of BSP EMD-A.

2.6. BSP EMD-A Revalidation

BSP EMD-A revalidation function is currently not supported.

2.7. Interline & Codeshare

2.7.1. Prime & Codeshare between CX and KA

BSP EMD-A is supported for prime & codeshare between CX and KA, subject to individual GDS readiness.

<Sample> Codeshare: CX EMD-A is issued against a CXKA codeshare flight.

```

TKT-1606599693064      RCI-          1A LOC-5U7F03
OD-SHAHKG SI-        FCHI-D      POI-HKG      DOI-20OCT15  IOI-00014416
1.SMITH/CODESHARE      ADT          S I
1 OPVG CX5831KA Y 26NOV0840 OK YOW2      O          20K
HKG
FARE F CNY           2540
EQUIV HKD            3240      BSR          1.272
TOTALTAX HKD         161
TOTAL HKD            3401
/FC SHA CX HKG405.42NUC405.42END ROE6.265030
FP INVAGT
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
IN CONNECTION WITH:
L 160-2612785281E1(A)
    
```

<Sample> Prime: KA-043 EMD-A is associated with CX-160 ETKT.

```

ICW-0885137852777777 TYPE-A
INT-I      FCI-O 0      POI-HKG      DOI-19OCT15  SYS-1A LOC-SU2788
PAX- SMITH/KA INTERLINE
RFIC-A AIR TRANSPORTATION
REMARKS-
CPN-1 RFISC-DB5 KA HKGPVG 8-0
DESCRIPTION-SEAT ASSIGNMENT
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-1606599693064 (A)
SERVICE REMARKS-
FARE F HKD           275
EXCH VAL HKD         275      RFND VAL
TAX-
TOTAL HKD            275
/FC HEG KA SHA275HKD275END
FP INVAGT
FOID-
    
```

Notes: Please refer to your GDS helpdesk for respective layout and booking entries.

2.7.2. Sell Service on Own CX/KA Flights on interline ETKT

CX/KA BSP EMD-A can be associated with an ETKT issued by our interline partners, regardless of the existence of an interline EMD agreement, provided that the BSP EMD-A issuance is on CX and KA flights.

<Sample> Interline EMD-A: BA has an interline EMD agreement. CX-160 BSP EMD-A is associated with BA-125 ETKT.

```

EMD-1602713585445      TYPE-A
INT-          FCI-1 1      POI-AKL      DOI-09NOV15  SYS-1A LOC-22AT3F
PAX- PEB/TEST
RFIC-A AIR TRANSPORTATION
REMARKS-
CPN-1 RFISC-DB5 CX HKGLHR 8-0      VALUE-200.00
DESCRIPTION-SEAT ASSIGNMENT
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICW-1259337731293E (A)
SERVICE REMARKS-
FARE F NZD           200.00
EXCH VAL NZD         200.00      RFND VAL
TAX-
TOTAL NZD            200.00
/FC
FP CASH
FOID-
    
```

BA-125 ETKT is associated with CX-160 BSP EMD-A.

```

TKT-1259337731293      RCI-                1A LOC-22AT3P
OD-LONLON SI-          FCMI-1   POI-AKL   DOI-09NOV15   IOI-24340050
  1.REB/TEST          ADT                ST
  1 OLHR BA 31      Y 10NOV1830 OK YRT          A          10NOV 2PC
  2 OHKG CX 255    Y 15NOV0100 OK YRT          A          10NOV 20K
    LHR
FARE  F GBP      3981.00
EQUIV  NZD      8112.00      BSR      2.0376
TOTALTAX NZD      498.20
TOTAL  NZD      8610.20
/FC LON BA HKG1873.49CX LON Q5.80 4165.26NUC6044.55END ROEO.6586
62
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
IN CONNECTION WITH:
E. 160-2713585445E1(A)
    
```

<Sample> Self Service on Own CX/KA Flights: LH has no interline EMD agreement. CX-160 BSP EMD-A is associated with LH-220 ETKT.

```

EMD-1602713585450      TYPE-A                SYS-1A LOC-22AUQF
INT-          FCI-1 1      POI-AKL   DOI-09NOV15   IOI-24340050
PAX- REB/NONIEMD          ADT
RFIC-A AIR TRANSPORTATION
REMARKS-
CPN-1 RFISC-0B5 CX HKGLHR S-0          VALUE-200.00
DESCRIPTION-SEAT ASSIGNMENT
NON-REFUNDABLE
PRESENT TO-
PRESENT AT-
ICU-2209337731294E2      (A)
SERVICE REMARKS-
FARE  F NZD      200.00
EXCH VAL NZD      200.00      RFND VAL
TAX-
TOTAL  NZD      200.00
/FC
FP CASH
FOID-
    
```

No EMDA association could be seen on LH-220 ETKT.

```

TKT-2209337731294      RCI-                1A LOC-22AUQF
OD-FRALON SI-          FCMI-1   POI-AKL   DOI-09NOV15   IOI-24340050
  1.REB/NONIEMD          ADT                ST
  1 OFRA LH4601      Y 10NOV0800 OK YOW          A          10NOV 2PC
  2 OHKG CX 255    Y 15NOV0100 OK YOW          A          10NOV 2PC
    LHR
FARE  F NZD      1000.00
TOTAL  NZD      1000.00
/FC FRA LH HKG CX LON 1000 NUC1000.00 END ROE1.000000
FP CASH
    
```

Notes: Please refer to your GDS helpdesk for respective layout and booking entries.

2.8. Associate and Disassociate of BSP EMD-A

BSP EMD-A is automatically associated with the ETKT coupon once the BSP EMD-A is issued. The intent of the association between the ETKT flight coupon(s) and the EMD-A value coupon(s) is to ensure the usage of the coupon(s) is synchronized, therefore, please always ensure BSP EMD-A is kept associated with ETKT whenever the service is utilized.

In the circumstances stated below, manual associated of BSP EMD-A is required and it is subject to individual GDS readiness.

- ❖ After ETKT reissuance, manual association of BSP EMD-A to the reissued ETKT is required, provided there is no carrier and routing change.

In the circumstances stated below, manual disassociated of BSP EMD-A may be required and it is subject to individual GDS readiness.

- ❖ For Void or Refund, BSP EMD-A must be disassociated from ETKT to avoid the coupon being lifted with ETKT, otherwise the BSP EMD-A with final status codes are irreversible and prohibit any further actions to be taken.

For GDSs who do not currently support the manual association or disassociation of BSP EMD-A, please contact the airline office for assistance.

~~~~~ END ~~~~~