Cathay Pacific

**BSP & ARC
Electronic Miscellaneous Document –
Associated
(BSP & ARC EMD-A)**

Ancillary selling through Travel Agency Channel

Prepared by: Sales & Distribution
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Amendment/Revised	Date
1.1. CX & KA launch the first Ancillary selling through Travel Agency Channel	09May17
1.4. Services Supported by BSP & ARC EMD-A on CX/KA	09May17
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1.4. Services Supported by BSP & ARC EMD-A on CX/KA	01Jun17
1.4. Services Supported by BSP & ARC EMD-A on CX/KA	29Jun17
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1. Introduction

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

Cathay Pacific (CX) have 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.

Notes: with effect from 05th July 2016, the first ancillary selling is extending to US ARC agencies.

Notes: with immediate effect, EMD-A is issued for the collection of UMNR-Unaccompanied-Minor fee, please refer your GDS for system readiness and respective entries.

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

❖ 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 EMD-A is to be lifted is shown on the EMD-A record.
❖ EMD-A shall be limited to one passenger name only;
❖ 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 flights 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 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
            22OCT:1858/E5
     8.   OPC-22OCT: 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.   CX 368 Y 16NOV 1 HKGPVG HK1 0955 1230 HRS /DCCX*5UJDO8 /E
TKT/TIME LIMIT
     1.   TAW/
PHONES
     1.   HKG12345678
ANCILLARY EXISTS *AE TO DISPLAY
CUSTOMER NUMBER – 0987654321
```

![Cathay Pacific logo](CATHAY PACIFIC)

```
PASSENGER DETAIL FIELD EXISTS – USE PD TO DISPLAY
GENERAL FACTS
    1.   SSR ADMD 1B KK1 TO CX BY 06OCT 2042 OTHERWISE WILL BE CANCELLED
RECEIVED FROM – JE
OSZ8.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 & ARC EMD-A on CX

	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 Apollo Axess Galileo Infini Sabre Travelsky Worldspan
2	Unaccompanied Minor	E	0B0	x	√	Abacus Amadeus Apollo Axess Galileo Infini Sabre Travelsky Worldspan

(Updated on 26Sep17)

2. Functions of BSP & ARC EMD-A

2.1.   BSP & ARC EMD-A Issuance

❖ In order to issue an 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 EMD-A is issued, it will automatically be associated with the ETKT coupon(s) for which the service is booked.

2.2.   BSP & ARC EMD-A Display

The below 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

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

2.3. BSP & ARC EMD-A Void

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

❖ Once an 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 to confirm a successful transaction.
❖ After voiding, please ensure that the EMD-A has been disassociated from the ETKT.
❖ Ancillary service must be removed from the customer record right after voiding of EMD-A.

2.4. BSP & ARC EMD-A Exchange/Reissue

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

2.5. BSP & ARC EMD-A Refund

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 EMD-A.

2.6. BSP & ARC EMD-A Revalidation

EMD-A revalidation function is currently not supported.

2.7. Sell Service on Own CX Flights on interline ETKT

CX 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 EMD-A issuance is on CX flights.

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

```
EMD-1602713585445      TYPE-A                SYS-1A  LOC-22AT3P
INT-I          FCI-1  1     POI-AKL   DOI-09NOV15   IOI-24340050
PAX- SMITH/BEN                                      ADT
RFIC-A   AIR TRANSPORTATION
REMARKS-
CPN-1    RFISC-0B5  CX  HKGLHR  S-O             VALUE-200.00
  DESCRIPTION-SEAT ASSIGNMENT
  NON-REFUNDABLE
  PRESENT TO-
  PRESENT AT-
  ICW-1259337731293E2          (A)
  SERVICE REMARKS-
FARE  F   NZD         200.00
EXCH VAL NZD      200.00     RFND VAL
TAX-
TOTAL     NZD         200.00
/FC HKG KA SHA275HKD275END
FP CASH
FOID-
```

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

```
TKT – 1259337731293      RCI-               1A LOC-22AT3P
  OD-LONLON  SI-   FCMI-1  POI-AKL   DOI-09NOV15   IOI-24340050
   1.  SMITH/BA          ADT            ST
  1 OLHR BA  31  Y 10NOV1830 OK YRT       A        10NOV 2PC
  2   HKG CX 255  Y 15NOV0100 OK YRT      A        10NOV 20K
     LHR
```

```
FARE      F  GBP        3981.00
EQUIV        NZD        8112.00      BSR        2.0376
TOTALTAX  NZD         398.20
TOTAL        NZD        8610.20
/FC  LON BA HKG1873.49CX LON Q5.80 4165.26NUC6044.55END ROE0.658662
FP CASH
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
IN CONNECTION WITH:
1.      160-2713585445E1 (A)
```

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

```
EMD-1602713585450      TYPE-A              SYS-1A   LOC-22AUQF
INT-I          FCI-1  1     POI-AKL   DOI-09NOV15   IOI-24340050
PAX-  SMITH/SELLSERVICE                          ADT
RFIC-A   AIR TRANSPORTATION
REMARKS-
CPN-1   RFISC-0B5  CX  HKGLHR  S-O              VALUE-200.00
  DESCRIPTION-SEAT ASSIGNMENT
  NON-REFUNDABLE
  PRESENT TO-
  PRESENT AT-
  ICW-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.   SMITH/SELLSERVICE     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 ROE1.00000
FP CASH
NON-ENDORSABLE
```

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

2.8.   Associate and Disassociate of BSP & ARC EMD-A

EMD-A is automatically associated with the ETKT coupon once the 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 EMD-A is kept associated with ETKT whenever the service is utilized.

In the circumstances stated below, manual associated of EMD-A is required and it is subject to individual GDS readiness.
❖ After ETKT reissuance, manual association of EMD-A to the reissued ETKT is required, provided there is no carrier and routing change.

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

❖ For Void or Refund, EMD-A must be disassociated from ETKT to avoid the coupon being lifted with ETKT, otherwise the 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 EMD-A, please contact the airline office for assistance.

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