

Cathay Pacific

BSP & ARC

Electronic Miscellaneous Document

– Standalone

(BSP & ARC EMD-S)

For Travel Agents

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1. Introduction

CX BSP & ARC Electronic Miscellaneous Document (EMD)

IATA has under the 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.

Cathay Pacific (CX) has launched BSP EMD-S (standalone EMD) in our pilot market Great Britain (GB) on 22th Apr 2013. BSP agents in the GB market able to issue CX EMD-S in GDS from the date onwards, and gradually extending rest of markets according to both market and system readiness.

With effect from 05th July 2016, EMD-S is available in US ARC agencies.

General Notes on CX BSP & ARC EMD Implementation

- Only EMD-S will be rolled out in this initial phase while EMD-A (associated EMD) is not included in the implementation since the airline Departure Control System (DCS) does not recently support, and it will be in plan at a later stage with separate notification.
- Market has to be certified with individual GDS before airline can roll out EMD-S in.
- As long as EMD-S is implemented in a market, travel agents are recommended to issue EMD-S for services supported (refer table in item 3.3) despite VMPD/VMCO are valid in parallel. This will facilitate a smooth phase-out of VMPD/VMCO in future.
- EMD-S service types are selected by airline which may be different from one to another.

2. Overview

What is an Electronic Miscellaneous Document (EMD)?

Electronic Miscellaneous Document (EMD) is a new paperless document that replaces all other paper miscellaneous documents as well as VMPD/VMCO. It can be issued to be lifted with a flight coupon (EMD-A) or as a standalone document (EMD-S) for such purposed as refunds and unspecified transportation.

An EMD allows you to sell and track the usage of charges, for example, Residual Value, Penalty Fees, Rebooking fee, Miscellaneous Charges, Unaccompanied Minor Fee and so on. The EMD will be the sole solution for all fees collected outside a ticket.

With an EMD you can

- Accept payment for various types of services including Group Deposits, Rebooking Fees, and other charges.
- Automatically integrate Miscellaneous Charges into Invoices, Sales Reports, back office accounting and external systems(e.g. reservation and departure control systems)

3. Definitions

Term	Definition
EMD	Electronic Miscellaneous Document. An electronic record issued by a carrier or its authorized agent, in accordance with applicable tariffs, for the collection of miscellaneous charges.
EMD Receipt	A document provided to the passenger that contains information and notices related to the service purchased or residual value.
EMD Value Coupon	Coupon(s) of an EMD that may be valid for exchange, a standalone service, refund (EMD-S) or lifted in connection with an ET flight coupon (EMD-A).
RFIC	Reason For Issuance Code. A code that identifies the use of an EMD.
RFISC	Reason For Issuance Sub Code. A secondary code that qualifies the Reason for Issuance Code at the coupon level.

3.1. Electronic Miscellaneous Document – Standalone (EMD-S)

- An EMD-S is issued for a residual value or the collection of miscellaneous charges that are not lifted with an ET flight coupon(s).
- The EMD-S can consist of single or multiple value coupons.
- It can contain a reference to an ET.
- The EMD-S can be consumed at issuance or used at different stages.

3.2. Reason for Issuance

What Is the EMD Coupon Structure?

- An EMD may contain different services (or fees) that are each represented in the document by a coupon.
- Each coupon is based on the RFISC, which belongs to a subset of code of a same RFIC.
- Similar to an ET, an EMD may contain up to 16 coupons (services or fees) and each EMD number consists of 4 coupons maximum. If the EMD contains more than 4 coupons, it is issued as a conjunctive EMD.
- The EMD document numbers of the conjunctive EMD are consecutive.
- An EMD coupon has a status that indicates the current usage of the service or fee (“O” for OPEN, “F” for FLOWN/USED, “R” for REFUNDED, “V” for VOIDED, and “E” for REISSUED/ EXCHANGED).

Reason For Issuance Code (RFIC)

An EMD is based on the notion of Reason For Issuance, which qualifies the group of services it belongs to. All services contained in one EMD document always belong to the same Reason For Issuance.

A single character code, varying by document type which defines the Reason for Issuance. Different RFICs are defined in the below chart as sourced from ATPCO:

RFIC	Description
A	Air Transportation
B	Surface Transportation / Non Air Services
C	Baggage (e.g. Angling Equipment, Biking Equipment)
D	Financial Impact (e.g. Booking Fee, Refundable Balance)
E	Airport Services (e.g. Check in, Lounge Access)
F	Merchandise

G	In-flight Services (e.g. Sleeper Berth, Beverage)
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Reason For Issuance Sub Code (RFISC)

Some RFICs have been defined by IATA, while others can be defined by airlines on own usage. A RFIC can have multiple RFISCs and RFISCs are airline-specific.

3.3. Services Supported by EMD-S on CX

	Service Type	Reason For Issuance Code (RFIC)	Reason For Issuance Sub Code (RFISC)	Service Code	Consumed at Issuance	Issuance In Connection With (ICW)	Refundable by GDS	Exchangeable by GDS	GDS Implemented
1	Deposits/ Down Payment	D	997	PYMT	x	Optional	x	x	Abacus Infini Amadeus Galileo Worldspan Apollo Axess Sabre Travelsky
Service Detail: "Down Payment", "Group Deposit", "Ticket Deposit", "Tour Package"									
2	Ticket Penalty Fee	D	98F	PENF	√	Mandatory	x	x	Abacus Infini Amadeus Galileo Worldspan Apollo Axess Sabre Travelsky
Service Detail: "Rebooking Fee", "Reissue/Exchange Fee", "Penalty Fee", "Noshow Fee", "Cancellation Fee", "Lost Ticket Fee", "Sundry Charges"									
3	Miscellaneous Charges	D	98J	MISC	√	Optional	x	x	Abacus Infini Amadeus Galileo Worldspan Apollo Axess Sabre Travelsky
Service Detail: "Name Change Fee", "Airline Handling Fee", "Taxes/Fees/Charges", "Unaccompanied Minor Fee" , "Surface Transportation", "Prepaid Ticket Advice Fee" <i>***Unaccompanied Minor Fee' is removed from D/98J with immediate effect.</i>									
4	Refundable Balance	D	996	RSVR	x	Mandatory	√	x	Amadeus Axess Galileo Worldspan Apollo Infini Abacus Sabre Travelsky* (*workaround)
Service Detail: "Refundable Balances/Residual Value for refund", "Fare/Taxes Refunded"									

(Table last updated: 26Sep17)

4. Functions of EMD-S

4.1. EMD-S Issuance

- The service not related to a PNR flight segment is represented by a manual auxiliary segment, called Auxiliary Service element (SVC).
- A SVC is required in booking for EMD-S service request and issuance. Upon a successful issuance in GDS, the EMD number will be automatically updated in the booking.
- The SVC must always be confirmed at input time whatever the Service Code entered.
- The SVC can be associated to only one passenger and represents services for one passenger only. In case of penalty also applied for the lap infant, two SVCs must be created respectively for Adult and Infant.
- Issue multiple coupons are possible for some GDSs if under the same RFIC, provided that all RFISCs have the same "Consumed at Issuance" indicator. **Each coupon value must be properly entered.**

Detail of service fee should be clearly indicated.

GDS system	Sample
Amadeus	<p>Detail of service to be entered in 'Remarks' element as follow:</p> <p>Entry Format:</p> <p>EMD Image:</p> <p>EMD-1601814998001 TYPE-S SYS-1A LOC-6VV7WW INT- FCI-1 1 POI-AKL DOI-26FEB13 IOI-24340000 PAX- TEST/TEST ADT RFIC-D FINANCIAL IMPACT REMARKS- CPN-1 RFISC-98J CX HKG S-F SAC- 160LN4K3DXAEP VALUE-500.00 DESCRIPTION-MISCELLANEOUS CHARGES NON-REFUNDABLE CONSUMED AT ISSUANCE PRESENT TO- PRESENT AT- ICW-1601111111111C1 SERVICE REMARKS- NAME CHANGE FEE</p> <p>Mandatory "Service Detail" (refer item 3.3)</p>
Abacus Infini Sabre	<p>Detail of service to be entered in 'Type of Service' element as follow:</p> <p>Entry Format:</p> <p>EMD - AE FILL IN INFORMATION - PRESS ENTER WHEN COMPLETE PASSENGER NAME TEST/TEST</p>

	<p>TICKETING AIRLINE CODE<CX> SVC CITY <NRT> SVC DATE <13OCT> REASON FOR ISSUANCE CODE<D> REASON FOR ISSUANCE SUBCODE <98J> TYPE OF SERVICE < NAME CHANGE FEE > D/I </> PRESENT TO <CATHAY PACIFIC AIRWAYS ></p> <p>EMD Image:</p> <p>ELECTRONIC MISCELLANEOUS DOCUMENT RECORD INV: CUST: PNR:TFILDL EMD:1601887011017 ISSUED:14AUG13 PCC:D708 IATA:13302811 NAME:TEST/TEST FF: NAME REF: TOUR ID: FOP: CASH AIR EXTRA: NAME CHANGE FEE RFIC:D/FINANCIAL IMPACT</p> <div style="position: absolute; right: 0; top: 50%; transform: translateY(-50%); border: 1px solid black; padding: 5px; background-color: #fff9e6;"> Mandatory “Service Detail” (refer item 3.3) </div>																														
Galileo Worldspan Apollo Axess	<p>Detail of service to be entered in ‘SVC’ element as follow: Entry Format: 0SVCCXEK1HKG03MAR-N1/D/98J/NAME CHANGE FEE / 55.00 EMD Image: ***** EMD 1609999991753 COUPON 1 DETAILS ***** RFI: D-98J NAME CHANGE FEE</p> <div style="position: absolute; right: 0; top: 50%; transform: translateY(-50%); border: 1px solid black; padding: 5px; background-color: #fff9e6;"> Mandatory “Service Detail” (refer item 3.3) </div>																														
Travelsky	<p>Detail of service to be entered in ‘备注’ element as follow: Entry Format:</p> <div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center; color: red; font-weight: bold;">出票</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>出票方: CX</td> <td>出票原因码: D</td> <td>EMD类型: EMD-S</td> </tr> <tr> <td>* 旅客姓名: ZHANG/MING</td> <td>* 旅客类型: 成人</td> <td>国内\国际票标识: I</td> </tr> <tr> <td>登转信息:</td> <td colspan="2">EMD票类型: BSP</td> </tr> <tr> <td>PNR号: (1E)</td> <td colspan="2">ET票号:</td> </tr> <tr> <td>1</td> <td>出票原因子码: 98J 描述: MISCELLANEOUS CHARGES</td> <td></td> </tr> <tr> <td></td> <td>航空公司: CX * 价值: 1000</td> <td></td> </tr> <tr> <td></td> <td>备注: UM SERVICE FEE</td> <td></td> </tr> <tr> <td>税: 0</td> <td colspan="2">付款方式: 现金支付</td> </tr> <tr> <td>费: 0</td> <td>* 实付货币金额: 1000</td> <td>* 实付货币币种: CNY</td> </tr> <tr> <td>总额: 1000</td> <td colspan="2"></td> </tr> </table> <div style="text-align: right; margin-top: 10px;"> 返回 出票 </div> </div> <p>EMD Image:</p>	出票方: CX	出票原因码: D	EMD类型: EMD-S	* 旅客姓名: ZHANG/MING	* 旅客类型: 成人	国内\国际票标识: I	登转信息:	EMD票类型: BSP		PNR号: (1E)	ET票号:		1	出票原因子码: 98J 描述: MISCELLANEOUS CHARGES			航空公司: CX * 价值: 1000			备注: UM SERVICE FEE		税: 0	付款方式: 现金支付		费: 0	* 实付货币金额: 1000	* 实付货币币种: CNY	总额: 1000		
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1	出票原因子码: 98J 描述: MISCELLANEOUS CHARGES																														
	航空公司: CX * 价值: 1000																														
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税: 0	付款方式: 现金支付																														
费: 0	* 实付货币金额: 1000	* 实付货币币种: CNY																													
总额: 1000																															

出票方: CX		类型: D	关联: Y	
签转信息:		票类型: BSP		
旅客姓名: ZHANG/MING	国内\国际票标识: I	记录编号:		
旅行代码:	联票: 1601820100495	ET票号:		
1	类型代码: 98J	描述: MISC		
	航空公司: CX	提供商: CX	提供地: BJS	状态:
	价值: 1000	备注: UM SERVICE FEE	<div style="border: 1px solid black; padding: 5px; color: blue; text-align: center;"> Mandatory "Service Detail" (refer item 3.3) </div>	
税: CNY:0.00		付款方式: 现金支付		
费: CNY:0.00		换开票号:		
总额: CNY:1000		票号: 1601820100495		
实付货币金额: 1000		实付货币币种: CNY		
出票日期: 2014-12-30		AGENT:	OFFICE: BJS247	

Notes:

- a. Please refer to your GDS helpdesk for respective entries for SVC request for EMD issuance.
- b. Please refer to table in item 3.3 for "Service Detail".

ICW – "In Connection With" ET number in EMD-S for reference

The related ET number should be specified in the "ICW – In Connection With" box whenever it is mandatory, else error shall be prompted.

Consumed at Issuance

The EMD coupon status indicates the current usage of the service fee. When an EMD is "Consumed at Issuance", the coupon status is automatically updated as "FLOWN/USED" at time of issuance. The EMD with final status code is irreversible and it prohibits any further action to the coupons.

EMD-S Display

- The below EMD display options are available subject to individual GDS readiness:
 - EMD number;
 - Frequent Traveller Number, RFIC and RFISC;
 - Credit Card Number, RFIC and RFISC
- EMD records will be retrievable from CX database for 13 months from date of issue if it is unused. While for an EMD with all coupons "FLOWN/ USED/ VOIDED/ REFUNDED/ REISSUED/ EXCHANGED", it will be stored for 90 days from last uplift date.

4.2. EMD-S Void

- Once an EMD is voided, the EMD number cannot be re-used.
- Only the issuing office can perform EMD void function done on same day of issuance.
- Authorization code will be sent from CX to confirm successful transaction.

4.3. EMD-S Exchange/Reissue

- EMD-S exchange function is not supported.

4.4. EMD-S Refund

- Once an EMD is refunded, the EMD number cannot be re-used.
- Only issuing office can perform EMD refund function. (Note: Refund only applicable for “Refundable Balance/D/996”, settlement will also go through BSP/ARC.)
- Authorization code will be sent from CX to confirm successful transaction.

4.5. EMD-S Revalidation

- EMD-S revalidation function is not supported.
- In case date or flight change is made to a booking with EMD issued paying for Unaccompanied Minor Fee (UMNR), please contact CX office for further follow-up. For all other services, no change is allowed.

4.6. How to input EMD-S number by manual

- If an EMD-S is issued in a separate booking and is required to be manually updated to an active booking, report the details in OSI including EMD number, service type (both RFISC and Service Detail), flight, class and date. For example,
OSI CX EMD 1601111111111/98F/REBOOKING FEE/CX123Y01NOV

Notes:

- a. Please refer to your GDS helpdesk for respective entries for SVC request for EMD issuance.
- b. Please refer to table in item 3.3 for “Service Detail”.
- c. In case of link down situation, please report to your GDS help desk as soon as possible.

5. Q & A

5.1. What are the steps to pay Group Deposit using EMD-S?

Follow below steps:

- Create a booking with SVC element for “Group Deposit” (D/997).
- Issue an EMD-S against such SVC.
- The EMD-S coupon status is shown “OPEN” at time of issuance.
- Report EMD-S number to CX office.
- After group tickets are issued, agent should apply refund for the Group Deposit through CX office.

5.2. When a change of booking is made that requires rebooking fee, should an EMD be issued?

Yes, you need to reissue the ticket and also collect the rebooking fee in form of an EMD-S.

- Create a SVC for Ticket Penalty Fee (D/98F) with “Rebooking Fee” indicated.
- Cross-reference the new ET number under “ICW” and issue an EMD-S against the SVC.
- The EMD-S coupon status is automatically updated as “FLOWN/USED” at time of issuance.

5.3. Passenger name is mis-spelt and need to be corrected. What should be done?

Travel agents should obtain authorization from CX office and then follow the Name Change Procedures to correct the passenger name in booking, including a ticket reissuance.

(Please refer to your local CX office for respective procedures.)

- Create a SVC for Miscellaneous Charges (D/98J) with “Name Change Fee” indicated.
- Issue an EMD-S against the SVC.
- The EMD-S coupon status is automatically updated as “FLOWN/USED” at time of issuance.

5.4. Is EMD-S the correct document handling also Refundable Balance?

Yes, EMD-S should be issued. For example, if a voluntary change of class from Business to Economy, a Refundable Balance (D/996) EMD-S is required to be issued, together with a new ET for the new travel class.

- Create a SVC for Refundable Balance (D/996) with “Residual Value For Refund” indicated.
- The EMD-S coupon status is shown “OPEN” at time of issuance.
- Agent should apply refund for the Refundable Balance EMD-S via BSP/ARC.
- Take note that not all GDS supports Refundable Balance as at CX implementation for EMD-S.
(Refer table under item 3.3)

5.5. Can I still issue a VMPD or VMCO instead of an EMD-S?

You are technically able to issue a VMCO before end of 2013 & VMPD before end of Jun 2014 as you previously do but CX urge you to issue EMD-S as accordingly if we have implemented EMD-S in your market with your GDS. This will definitely prepare you to move over to EMD process seamlessly when VMPD/VMCO phases out.

~~~~ End ~~~~