

Cathay Pacific Cathay Dragon

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

Ancillary selling through Travel Agency Channel

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1.4. Services Supported by BSP & ARC EMD-A on CX/KA	09May17
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1. Introduction

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

Cathay Pacific (CX) and **Cathay Dragon (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.

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 UMN-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 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 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 AUCLAND – 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. KA 874 Y 16NOV 1 HKGPVG HK1 1300 1520 HRS /DCKA*5UJDO8 /E
TKT/TIME LIMIT
1. TAW/
PHONES
1. HKG12345678
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
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/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	OB5	x	√	Abacus Amadeus Apollo Axess Galileo Infini Sabre Travelsky Worldspan
2	Unaccompanied Minor	E	OB0	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/KA 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/KA 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. Interline & Codeshare

2.7.1. Prime & Codeshare between CX and KA

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-5U7FO3
OD-SHAHKG SI-	FCMI-0	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:		
1.	160-2612785281E1 (A)	

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

EMD-0432612785277	TYPE-A	SYS-1A	LOC-5UZ78S
INT-I	FCI-0 0	POI-HKG	DOI-19OCT15 IOI-00014416
PAX- SMITH/KA	INTERLINE		ADT
RFIC-A AIR TRANSPORTATION			
REMARKS-			
CPN-1 RFISC-0B5 KA HKGPVG S-O			
DESCRIPTION-SEAT ASSIGNMENT			
NON-REFUNDABLE			
PRESENT TO-			
PRESENT AT-			
ICW-1606599693058E2 (A)			
SERVICE REMARKS-			
FARE F HKD	275		
EXCH VAL HKD	275	RFND VAL	
TAX-			
TOTAL HKD	275		
/FC HKG 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 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 and KA 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
PAX-	SMITH/BEN		IOI-24340050
RFIC-A	AIR TRANSPORTATION		ADT
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
2	HKG CX 255	Y 15NOV0100	OK YRT
	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/KA 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
PAX-	SMITH/SELLSERVICE		IOI-24340050
RFIC-A	AIR TRANSPORTATION		ADT
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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