

**Electronic Miscellaneous Document  
and  
Amadeus Airline Ancillary Services**

**R2 Distribution Policy  
Guidelines for Travel Agencies**

**29JUL2014**

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## WHAT IS AN EMD?

EMD stands for **E**lectronic **M**iscellaneous **D**ocument. An EMD allows you to sell and track the usage of charges, for example excess baggage charges, change fees and a residual value. The EMD is the solution for all fees collected outside a ticket. It will replace all existing virtual miscellaneous documents and IATA VMPDs by end 2013.

❖ *Please keep in mind that EMD is basically an **empty (but secure) shell** that has to be priced **manually**. EMD automatic pricing is anyhow possible with the Amadeus Ancillary Services solution or with Amadeus Ticket Changer. These solutions are not included in the IATA EMD solution and are sold independently of EMD. This document deals therefore with EMD only.*

### What is the difference between an Associated versus a Standalone EMD?

There are two types of EMDs, the standalone EMD (**EMDS**) and the associated EMD (**EMDA**) that can be associated to e-ticket coupons. The two types differ in their behaviour and usage. Here are the main characteristics:

Standalone EMD (EMDS)	Associated EMD (EMDA)
<ul style="list-style-type: none"> <li>• A standalone EMD is issued for a residual value or the collection of miscellaneous charges that are not lifted with an e-ticket coupon. For example group deposits and change fees.</li> <li>• The standalone EMD can consist of a single or multiple value coupons depending on airline background settings.</li> <li>• It can be issued in connection with individual e-ticket coupons or an e-ticket.</li> <li>• It can be linked with an e-ticket for reference.</li> <li>• It can be consumed at issuance or used at different stages.</li> <li>• It has no interaction with the airline systems (reservation systems and DCSs).</li> </ul>	<ul style="list-style-type: none"> <li>• An associated EMD is issued for the collection of miscellaneous charges and excess baggage charges that are lifted (considered used) at the same time as the e-ticket coupon. For example, sports equipment and excess baggage.</li> <li>• The associated EMD can consist of a single or multiple value coupons that are directly linked to individual flight coupons.</li> <li>• Each EMD coupon that is associated to an e-ticket is referenced in the e-ticket record with the corresponding e-ticket coupon.</li> <li>• The carrier and the routing of the EMDA and the e-ticket coupons must match.</li> <li>• An EMDA can be automatically or manually associated or disassociated.</li> <li>• Only airline agents can manually associate and disassociate EMDAs.</li> <li>• The EMDA's final usage depends on the e-ticket coupon it is associated to, providing it does not become disassociated.</li> </ul>

### How to Create Chargeable Services in the PNR Depending on the EMD Type

To create a chargeable service or fee for which you want to issue an EMD, you can either enter a Special Service Request (SSR) element in the PNR for EMDs that are associated to a flight segment (**EMDA**) or a Manual Auxiliary Segment (SVC) for EMDs that are not associated to a flight segment (**EMDS**).

### What are RFICs/RFISCs?

An RFIC is a Reason-For-Issuance Code (coded on 1 character, example: A, C, ...). It defines which group of services an EMD belongs to. The RFICs are compliant with the IATA standard. An RFIC can have multiple **Reason-For-Issuance Sub-Codes** (RFISCs) coded on 3 alphanumeric characters (examples: 0BT, 99I, ...). The RFISCs are airline-specific, even if some ATPCO recommendations do exist.

### How RFICs/RFISCs are used in the EMD TSM

When you create an EMD Transitional Stored Miscellaneous (TSM) document or EMD pricing record, the RFIC and RFISCs and their description are automatically filled in the EMD TSM.

All services contained in an EMD belong to the same reason for issuance.

An EMD may contain only one RFIC but several RFISCs for different services or fees. Each EMD coupon is based on the RFISC.

An EMD cannot contain both chargeable special service requests (SSRs) and manual auxiliary segments (SVCs) in one TSM. The system automatically performs a split when the EMD TSM is created.

On the next page you can find different EMD Reason for issuance codes (RFIC) and Reason for issuance sub codes (RFISC).

If the RFIC is the same, on same EMD there can be different RFISCs:

<b>EMD:</b>			
<b>Coupon</b>	<b>Service code</b>	<b>RFIC</b>	<b>RFISC</b>
RENAER	PETC	C	0BT
AEROMS	PETC	C	0BT
OMSAER	AVIH	C	0BS
AERREN	AVIH	C	0BS

- ❖ Note that one EMD cannot contain services created from SVC and SSR elements.
- ❖ If in addition to services above passenger has XBAG RENAER & AEROMS, that would have to be issued on separate EMD because there can only be one service/flight segment on same EMD.

### What is the EMD Coupon Structure?

An EMD may contain up to 16 coupons, where up to four coupons can have the same EMD number. If an EMD contains more than four coupons, a conjunction EMD will be issued (up to four document numbers).

The EMD coupon status indicates the current usage of the service or fee. When an EMD is associated to an e-ticket, the coupon status change of the e-ticket and the EMD coupons are partly synchronized (intermediate statuses do not come over from e-ticket to EMD).

### When to use an SVC Segment

For standalone services that do not need to be associated to a flight segment, you enter an auxiliary segment in the PNR.

This type of auxiliary service segment must be entered with an **HK** action code (confirmed) and it can be associated to one passenger only.

The system creates a service segment (**SVC**) that is not sent to the airline system and not transmitted to the airline's Departure Control System (DCS). This means that it is not taken into account for reservation or booking purposes by the airline.

### When to use an SSR Element

If you want to book a special service that is **associated to a flight segment**, excess baggage or sports equipment, for example, you can use a Special Service Request (**SSR**) element. **Service must be confirmed** before EMD can be issued based on **SSR** element.

When Travel Agent exchanges e-ticket coupon that has EMD-A attached to it, EMD is **automatically disassociated**. Travel agency must contact Airline 1<sup>st</sup> level Ticketing Help Desk in case EMD-A needs to be reassociated to another ticket or needs to be refunded.

### Travel Agencies not yet using EMD

Amadeus Travel Agencies who are not using EMD yet, can see EMD FA element in the PNR, but they are not able to display EMD. At the end of the FA element agent can see from which element the EMD has been created and that gives the hint of what EMD has been issued for.

## EMD-A SPECIFIC BEHAVIOUR

### EMD status codes

When the e-ticket that is associated to EMD is set to flown status (F) by airline departure control system (DCS), F status is cascaded also to associated EMD coupon. Intermediate statuses of e-ticket (A and C) are not cascaded on EMD coupon at the moment.

### Association / Disassociation

System automatically disassociates EMD from e-ticket when

- travel agent exchanges e-ticket coupon that has EMD-A attached to it. Travel agency must contact Airline Help Desk in case EMD-A needs to be reassociated to another ticket.
- e-ticket is voided. EMD must be voided separately if agent wants to cancel issuance
- e-ticket is refunded. EMD must be refunded separately if that is the intention

## SERVICE 1 (XBAG)

### A. Service description and purpose

Any passenger is entitled for free carriage of baggage within the limits of the prescribed allowance, indicated on the ticket. Cabin baggage (5 kg) can be carried in the cabin within the limit of free baggage allowance. If baggage, carried by the passenger, exceeds free baggage allowance it will be subject to the relevant fee. It is strictly recommended for an agent at the moment of SR creation to specify the kind/content of excess baggage, its total weight and dimensions. The Passenger must pay baggage transportation in excess of the established free baggage allowance according to the fare specified by the Carrier. If at the point of departure the Passenger presents more baggage than it was previously agreed (reserved) and paid, this baggage shall be accepted for carriage only in case of availability of free tonnage in the aircraft and after respective additional payment.

The Carrier has the right to limit or refuse carriage of a Passenger's baggage that is in excess of the free baggage allowance set by the Carrier, if such carriage has not been agreed in advance with the Carrier.

### B. detailed EMD flow

#### 1/ Initial PNR

```

--- TST TSM RLR ---
RP/FRAL12177/FRAL12177          AA/SU  18JUN14/0834Z   6GYBDH
1.XBAG/ISSUE TEST
2  R2 730 Y 23SEP 2 RENDME HK1          0830 0830   *1A/E*
3  R2 731 Y 03OCT 5 DMEREN HK1          1000 1400   *1A/E*
4 AP FRA 06172-912143 - AMADEUS GERMANY GMBH - A
5 TK TL18JUN/FRAL12177
6 SSR FOID R2 HK1 PP009988
    
```

#### 2/ Booking

The required information is total weight, number of bag and dimensions.

#### > SR XBAG-TTL 5KG1PC-D-60X45X60CM

```

--- TST TSM RLR ---
RP/FRAL12177/FRAL12177          AA/SU  18JUN14/0836Z   6GYBDH
1.XBAG/ISSUE TEST
2  R2 730 Y 23SEP 2 RENDME HK1          0830 0830   *1A/E*
3  R2 731 Y 03OCT 5 DMEREN HK1          1000 1400   *1A/E*
4 AP FRA 06172-912143 - AMADEUS GERMANY GMBH - A
5 TK TL18JUN/FRAL12177
6 SSR FOID R2 HK1 PP009988
7 SSR XBAG R2 HK1 TTL 5KG1PC-D-60X45X60CM/S2
8 SSR XBAG R2 HK1 TTL 5KG1PC-D-60X45X60CM/S3
    
```

```

9 SSR OTHS 1A HK/ PLS ADV DOCS FOR ALL PASS MANDATORY DUE TO
  LEGAL REQ
10 SSR ADTK 1A R2-0730/23SEP14 BY 11AUG/0835Z OR CNL
11 SSR ADTK 1A R2-0731/03OCT14 BY 11AUG/0835Z OR CNL
12 FM *M*0
13 FP CASH
14 FV PAX R2/S2-3
    
```

**3/ Pricing**

Ancillary Services are out of the scope, pricing is done manually  
 - TSM-P manual creation

**> TMC/VR2**

- TSM-P manual update with the different elements at both coupon and document level  
 - Optional fields ("Present At", "Present To", "International indicator", "Coupon/service remarks", "document remark" for example).

**> TMI/YI/CV-16/FRUB1500/EEUR32/DORENAIR/AREN/HDOC RMK TEST/CR-XBAG 5 KG/FP-CASH**

```

TSM      1  TYPE P      FRAL12177 AA/18JUN 11 INT I EMD-A CARR R2
  1.XBAG/ISSUE TEST
RFIC-C   BAGGAGE
  1. RFISC-0C3 EXCESS BAGGAGE                                L 7
    OPERATING CC-R2                                CPN VALUE-16.00      ORIGIN-REN DEST-DME
    PRESENT TO:ORENAIR
    PRESENT AT:REN
    SERVICE REMARKS-XBAG 5 KG
    NON INTERLINEABLE
  2. RFISC-0C3 EXCESS BAGGAGE                                L 8
    OPERATING CC-R2                                CPN VALUE-16.00      ORIGIN-DME DEST-REN
    PRESENT TO:ORENAIR
    PRESENT AT:REN
    SERVICE REMARKS-XBAG 5 KG
    NON INTERLINEABLE

ADD INF/RKS: DOC RMK TEST

FARE     F  RUB      1500                                EQUIV      EUR      32.00
EXCH VAL  EUR      32.00

TOTAL     EUR      32.00
FP  CASH
    
```

**4/ Issuance**

- EMD status at issuance time (ICW is automatically appended in the EMD)

```

>TTP/TTM/RT
OK ETICKET/EMD
    
```



**5/ EMD display (EWD)**

EMD-2912613667000	TYPE-A			SYS-1A	LOC-
6GYBDH					
INT-	FCI-1	1	POI-FRA	DOI-18JUN14	IOI-
23299990					
PAX- XBAG/ISSUE TEST					
ADT					
RFIC-C	BAGGAGE				
REMARKS-DOC	RMK TEST				
CPN-1	RFISC-0C3	R2	RENDME	S-O	VALUE-16.00
	DESCRIPTION-EXCESS	BAGGAGE			
	PRESENT TO-ORENAIR				
	PRESENT AT-REN				
ICW-2914846740520C1			(A)		
	SERVICE REMARKS-XBAG	5	KG		
CPN-2	RFISC-0C3	R2	DMEREN	S-O	VALUE-16.00
	DESCRIPTION-EXCESS	BAGGAGE			
	PRESENT TO-ORENAIR				
	PRESENT AT-REN				
ICW-2914846740520C2			(A)		
	SERVICE REMARKS-XBAG	5	KG		
FARE	F	RUB	1500		
EQUIV		EUR	32.00		
EXCH VAL				RFND VAL	
TAX-					
TOTAL		EUR	32.00		
/FC					
FP CASH					
FOID-					

**6/ Other Airline’s specificities (if applicable)**

**Service properties**

- Voidable within the same date of issuance
- Refundable
- Exchangeable
- Non-interlineable
- Non-Endorseable

**SERVICE 2 (AVIH)**

**A. Service description and purpose**

The carriage of pets (birds) by air is performed as carriage of checked baggage in baggage compartment of an aircraft according to prior agreement with the Carrier, as well as subject to permission of destination or transit countries in case of international air traffic. Animals and birds weighting more than 10 kg are accepted for carriage only in baggage compartment of an aircraft.

The Passengers are prohibited from carriage of the following animals: heavy beasts, wild, carnivorous, experimental animals, reptiles, gnawing animals, insects, bees and fingerling.

The Passenger shall inform the Carrier or its authorized agent of the carriage of pets (birds) while making the booking or buying a Passenger Ticket.

The Passenger carrying a pet (bird) by air traffic, shall have and show while registering the Passenger Ticket, valid documents (certificates) of health of the pet (bird), issued by the relevant authorities of veterinary medicine, as well as any other applicable documents required by the countries of flight or transit countries in case of international air traffic.

A pet (bird) suggested for the carriage by air transport shall be placed in rigid packing container (wooden or plastic container) or in the metal cage, providing for access for air and strong lock. The bottom of container (cage) shall be waterproof and covered by adsorbing material, the whole periphery of the bottom shall be equipped with the rim preventing the absorbent from sprinkling. The cages of birds shall be covered by lightproof cloth of dense texture.

The weight of pets (birds) and service dogs, container (cage) and food designated to feed such dogs (birds) and service dogs are not covered by the free baggage allowance and shall be paid by passenger according to the rates established by the Carrier.

## B. detailed EMD flow

### 1/ Initial PNR

```
--- TST TSM RLR ---
RP/FRAL12177/FRAL12177          AA/SU  29MAY14/0227Z  6FYI7
1.AVIH/ISSU ONE
2  R2 731 Y 30JUL 3 DMEREN HK1          1000 1400      E*
3 AP FRA 06172-912143 - AMADEUS GERMANY GMBH - A
4 TK TL29MAY/FRAL12177
5 SSR FOID R2 HK1 PP1236654
6 SSR OTHS 1A HK/ PLS ADV DOCS FOR ALL PASS MANDATORY DUE TO
  LEGAL REQ
7 SSR ADTK 1A R2-0731/30JUL14 BY 22JUL/0227Z OR CNL
8 FM *M*0
9 FP CASH
10 FV PAX R2/S2
```

### 2/ Booking

The required information is total weight (animal + container), 1 container, container dimension (length/width/height) and the kind of animal.

#### > SR AVIH-TTL30KG1PCDIM125X75X85CMDOG

```
--- TST TSM RLR ---
RP/FRAL12177/FRAL12177          AA/SU  29MAY14/0227Z  6FYI7
1.AVIH/ISSU ONE
2  R2 731 Y 30JUL 3 DMEREN HK1          1000 1400      E*
3 AP FRA 06172-912143 - AMADEUS GERMANY GMBH - A
4 TK TL29MAY/FRAL12177
5 SSR FOID R2 HK1 PP1236654
6 SSR AVIH R2 HK1 TTL30KG1PCDIM125X75X85CMDOG/S2
7 SSR OTHS 1A HK/ PLS ADV DOCS FOR ALL PASS MANDATORY DUE TO
  LEGAL REQ
8 SSR ADTK 1A R2-0731/30JUL14 BY 22JUL/0227Z OR CNL
9 FM *M*0
10 FP CASH
```

11 FV PAX R2/S2

**3/ Pricing**

Ancillary Services are out of the scope, pricing is done manually  
 - TSM-P manual creation

**> TMC/VR2**

- TSM-P manual update with the different elements at both coupon and document level  
 - Optional fields ("Present At", "Present To", "International indicator", "Coupon/service remarks", "document remark" for example).

**> TMI/YI/CV-103/FRUB4500/EEUR103/DORENAIR/AREN/CR-CPN RMK TEST/HDOC RMK TEST/FP-CASH**

```

TSM      1  TYPE P      FRAL12177 AA/29MAY 11 INT I EMD-S CARR R2
  1.AVIH/ISSU ONE
RFIC-C   BAGGAGE
  1. RFISC-0BT ANIMAL IN HOLD
L        6
          OPERATING CC-R2                CPN VALUE-103.00      ORIGIN-DME
DEST-REN
          PRESENT TO:ORENAIR
          PRESENT AT:REN
          SERVICE REMARKS-CPN RMK TEST
          NON INTERLINEABLE

ADD INF/RKS: DOC RMK TEST

FARE     F  RUB        4500                EQUIV      EUR      103.00
EXCH VAL  EUR        103.00

TOTAL    EUR        103.00
FP  CASH
    
```

**4/ Issuance**

>TTP/TTM/RT  
 OK ETICKET/EMD

**5/ EMD display (EWD)**

**> EWD**

```

EMD-2912613666162      TYPE-S                      SYS-1A  LOC-
6FYI7
INT-                    FCI-1  1                POI-FRA      DOI-29MAY14      IOI-
23299990
PAX- AVIH/ISSU ONE
ADT
RFIC-C   BAGGAGE
REMARKS-DOC RMK TEST
CPN-1  RFISC-0BT                S-O                VALUE-103.00
DESCRIPTION-ANIMAL IN HOLD
PRESENT TO-ORENAIR
PRESENT AT-REN
ICW-2914846738268
    
```

SERVICE	REMARKS-CPN	RMK	TEST
FARE F	RUB		4500
EQUIV	EUR		103.00
EXCH VAL			RFND VAL
TAX-			
TOTAL	EUR		103.00
/FC			
FP CASH			
FOID-			

**6/ Other Airline’s specificities (if applicable)**

**Service properties**

- Voidable within the same date of issuance
- Refundable
- Exchangeable
- Non-interlineable
- Non-Endorseable

**SERVICE 3 (PETC)**

**A. Service description and purpose**

The carriage of pets (birds) by air is performed as carriage of checked baggage in the cabin of an aircraft according to prior agreement with the Carrier, as well as subject to permission of destination or transit countries in case of international air traffic. Animals and birds weighting more than 10 kg are not accepted for carriage in the cabin of the aircraft. The Passengers are prohibited from carriage of the following animals: heavy beasts, wild, carnivorous, experimental animals, reptiles, gnawing animals, insects, bees and fingerling.

The Passenger shall inform the Carrier or its authorized agent of the carriage of pets (birds) while making the booking or buying a Passenger Ticket.

The Passenger carrying a pet (bird) by air traffic, shall have and show while registering the Passenger Ticket, valid documents (certificates) of health of the pet (bird), issued by the relevant authorities of veterinary medicine, as well as any other applicable documents required by the countries of flight or transit countries in case of international air traffic.

A pet (bird) suggested for the carriage by air transport shall be placed in rigid packing container (wooden or plastic container) or in the metal cage, providing for access for air and strong lock. The bottom of container (cage) shall be waterproof and covered by adsorbing material, the whole periphery of the bottom shall be equipped with the rim preventing the absorbent form sprinkling. The cages of birds shall be covered by lightproof cloth of dense texture.

The weight of pets (birds) and service dogs, container (cage) and food designated to feed such dogs (birds) and service dogs are not covered by the free baggage allowance and shall be paid by passenger according to the rates established by the Carrier.

**B. detailed EMD flow**

**1/ Initial PNR**

---	TST	TSM	RLR	---			
RP/FRAL12177/FRAL12177					AA/SU	17JUN14/0743Z	6GVKQS
1.PETC/ISSUANCE							

```

2 R2 731 W 19AUG 2 DMEREN HK1 1000 1400 E*
3 AP FRA 06172-912143 - AMADEUS GERMANY GMBH - A
4 TK TL17JUN/FRAL12177
5 SSR OTHS 1A HK/ PLS ADV DOCS FOR ALL PASS MANDATORY DUE TO
  LEGAL REQ
6 SSR ADTK 1A R2-0731/19AUG14 BY 10AUG/0719Z OR CNL
    
```

## 2/ Booking

The required information is total weight (animal + container), 1 container, container dimension (length/width/height) and the kind of animal.

### > SR PETC-TTL10KG1PCDIM125X75X85CMDOG

```

--- TST TSM RLR ---
RP/FRAL12177/FRAL12177 AA/SU 17JUN14/0743Z 6GVKQS
1.PETC/ISSUANCE
2 R2 731 W 19AUG 2 DMEREN HK1 1000 1400 E*
3 AP FRA 06172-912143 - AMADEUS GERMANY GMBH - A
4 TK TL17JUN/FRAL12177
5 SSR PETC R2 HK1 TTL10KG1PCDIM125X75X85CMDOG/S2
6 SSR OTHS 1A HK/ PLS ADV DOCS FOR ALL PASS MANDATORY DUE TO
  LEGAL REQ
7 SSR ADTK 1A R2-0731/19AUG14 BY 10AUG/0719Z OR CNL
8 FM *M*0
9 FP CASH
10 FV PAX R2/S2
    
```

## 3/ Pricing

Ancillary Services are out of the scope, pricing is done manually

- TSM-P manual creation

### > TMC/VR2

- TSM-P manual update with the different elements at both coupon and document level

- Optional fields ("Present At", "Present To", "International indicator", "Coupon/service remarks", "document remark" for example).

### > TMI/YI/CV-35/FRUB1500/EEUR35/DORENAIR/ADME/CR-DOG 10 KG/HDOC RMK TEST/FP-CASH

```

TSM 1 TYPE P FRAL12177 AA/17JUN 11 INT I EMD-A CARR R2
1.PETC/ISSUANCE
RFIC-C BAGGAGE
1. RFISC-0BS PET IN CABIN
L 5
OPERATING CC-R2 CPN VALUE-35.00 ORIGIN-DME
DEST-REN
PRESENT TO:ORENAIR
PRESENT AT:REN
SERVICE REMARKS-DOG 10 KG
NON INTERLINEABLE

ADD INF/RKS: DOC RMK TEST

FARE F RUB 1500 EQUIV EUR 35.00
    
```

EXCH VAL	EUR	35.00
TOTAL	EUR	35.00
FP CASH		

**4/ Issuance**

>TTP/TTM/RT
OK ETICKET/EMD

**5/ EMD display (EWD)**

**> EWD**

EMD-2912613666496	TYPE-A	SYS-1A	LOC-
6GVKQS			
INT-	FCI-1 1	POI-FRA	DOI-17JUN14
23299990			IOI-
PAX- PETC/ISSUANCE			
ADT			
RFIC-C BAGGAGE			
REMARKS-DOC RMK TEST			
CPN-1 RFISC-OBS R2 DMEREN S-O		VALUE-35.00	
DESCRIPTION-PET IN CABIN			
PRESENT TO-ORENAIR			
PRESENT AT-REN			
ICW-2914846740515C1	(A)		
SERVICE REMARKS-DOG 10 KG			
FARE F RUB	1500		
EQUIV EUR	35.00		
EXCH VAL		RFND VAL	
TAX-			
TOTAL EUR	35.00		
/FC			
FP CASH			
FOID-			

**6/ Other Airline's specificities (if applicable)**

**Service properties**

- Voidable within the same date of issuance
- Refundable
- Exchangeable
- Non-interlineable
- Non-Endorseable

**SERVICE 4 (PENF)**

**A. Service description and purpose**

Refund, change penalties are described in the fare notes (CAT16)

**B. detailed EMD flow**

**1/ Initial PNR**

```

--- TST RLR ---
RP/FRAL12177/FRAL12177          AA/SU  29MAY14/0432Z   6FY684
1.PENF/VOID A
2  R2 731 Y 14AUG 4 DMEREN SS1          1545 1945   738 E 0
   0200
   LINK DOWN. SOLD IN STANDARD ACCESS
3 AP FRA 06172-912143 - AMADEUS GERMANY GMBH - A
4 TK OK29MAY/FRAL12177//ETR2
5 SSR FOID R2 HK1 PP12345678
6 SSR OTHS 1A HK/ PLS ADV DOCS FOR ALL PASS MANDATORY DUE TO
   LEGAL REQ
7 SSR ADTK 1A R2-0731/14AUG14 BY 22JUL/0433Z OR CNL
8 FHE PAX 291-4846738277
9 FM *M*0
10 FO 291-4846738277FRA29MAY14/23299990/291-48467382771E1
11 FP PAX O/CASH+/CASH/S2
12 FV PAX R2/S2
    
```

**2/ Booking**

**> IU R2 HK1 PENF/P1**

```

--- TST RLR ---
RP/FRAL12177/FRAL12177          AA/SU  29MAY14/0432Z   6FY684
1.PENF/VOID A
2  R2 731 Y 14AUG 4 DMEREN SS1          1545 1945   738 E 0
   0200
   LINK DOWN. SOLD IN STANDARD ACCESS
3 SVC R2 HK1 PENF
4 AP FRA 06172-912143 - AMADEUS GERMANY GMBH - A
5 TK OK29MAY/FRAL12177//ETR2
6 SSR FOID R2 HK1 PP12345678
7 SSR OTHS 1A HK/ PLS ADV DOCS FOR ALL PASS MANDATORY DUE TO
   LEGAL REQ
8 SSR ADTK 1A R2-0731/14AUG14 BY 22JUL/0433Z OR CNL
9 FHE PAX 291-4846738277
10 FM *M*0
11 FO 291-4846738277FRA29MAY14/23299990/291-48467382771E1
12 FP PAX O/CASH+/CASH/S2
13 FV PAX R2/S2
    
```

**3/ Pricing**

Ancillary Services are out of the scope, pricing is done manually  
 - TSM-P manual creation

**> TMC/VR2**

- TSM-P manual update with the different elements at both coupon and document level
- Optional fields ("Present At", "Present To", "International indicator", "Coupon/service remarks", "document remark" for example).
- "In Connection With" is mandatory

**> TMI/YI/CV-52/FRUB2250/EEUR52/DORENAIR/ADME/CR-CPN RMK TEST/HDOC  
 RMK TEST/FP-CASH  
 > TMI/IC-TKT2914846738277**

```

TSM      1  TYPE P      FRAL12177 AA/29MAY 11 INT I EMD-S CARR R2
    
```

```

1.PENF/VOID A
RFIC-D/Q  FINANCIAL IMPACT
  1. RFISC-993 PENALTY FEE INTERNATIONAL
L   3
      OPERATING CC-R2                CPN VALUE-52.00
      PRESENT TO:ORENAIR
      PRESENT AT:DME
      SERVICE REMARKS-CPN RMK TEST
      ICW-2914846738277
      NON REFUNDABLE
      NON EXCHANGEABLE
      CONSUMED AT ISSUANCE

ADD INF/RKS: DOC RMK TEST

FARE      F  RUB          2250                EQUIV      EUR          52.00
EXCH VAL   EUR          52.00

TOTAL      EUR          52.00
FP  CASH
    
```

**4/ Issuance**

- EMD status at issuance time: the EMD coupon status is set up as "flown at issuance time")

```

>TTP/TTM
OK ETICKET/EMD
    
```

**5/ EMD display (EWD)**

```

EMD-2912613666168      TYPE-S                      SYS-1A  LOC-
6FY684
INT-          FCI-1  1          POI-FRA          DOI-29MAY14          IOI-
23299990
PAX- PENF/VOID A
ADT
RFIC-D  FINANCIAL IMPACT
REMARKS-DOC RMK TEST
CPN-1  RFISC-993          S-F                      VALUE-52.00
DESCRIPTION-PENALTY FEE INTERNATIONAL
CONSUMED AT ISSUANCE
PRESENT TO-ORENAIR
PRESENT AT-DME
ICW-2914846738278
SERVICE REMARKS-CPN RMK TEST
FARE      F  RUB          2250
EQUIV      EUR          52.00
EXCH VAL           RFND VAL
TAX-
TOTAL      EUR          52.00
/FC
FP  CASH
FOID-
    
```

**6/ Other Airline's specificities (if applicable)**

**Service properties**

- Voidable within the same date of issuance



- Non-refundable
- Non-exchangeable
- Non-interlineable
- Non-Endorseable
- Consumed at issuance
- Limit EMD to one coupon

## List of EMD entries

<b>IU</b>	SVC creation
<b>SR</b>	SSR creation
<b>EGVD/CXX</b>	Display available EMD airlines in XX country
<b>EGCD/VYY</b>	Display available countries for an airline
<b>EGSD/VYY</b>	Display list of EMD services offered by an Airline and details for each of them
<b>TMC/VYY</b>	Manual creation of TSM-P, V= validating carrier – YY = Airline Code
<b>TMI</b>	TSM-P update
<b>TQM</b>	TSM-P display
<b>TMX</b>	Delete TSM-P
<b>TMF</b>	Remove change flag
<b>TMH</b>	Display history
<b>TTM</b>	EMD issuance
<b>EWD</b>	EMD display
<b>EWH</b>	EMD history display
<b>TRF</b>	EMD refund
<b>TRFU</b>	EMD refund update
<b>TRFP</b>	Refund validation
<b>TRFIG</b>	Cancellation of refund process
<b>TRDC</b>	Cancellation, voiding
<b>EMR</b>	EMD reprint