

Electronic Miscellaneous Document (EMD)

1. Introduction

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.

Electronic Miscellaneous Document (EMD) is a paperless document that replaces all other paper miscellaneous documents as well as VMPD/VMCO. An EMD allows you to sell and track usage of charges (e.g., residual value, miscellaneous charges or excess baggage charges) EMD sales are stored in an EMD database on the airline side, known as an EMD Server (EMS).

➤ There are two types of EMD :

- **EMD-S** (stand-alone): the stand-alone EMD can be used independently from a flight ticket, and can be issued for services such as car rental or lounge access. This type of EMD will replace the current MCO used to collect residual value or penalty fees. Not linked with E-Ticket coupons (**Examples: Vouchers, Residual Value**)
- **EMD-A** (associated): the associated EMD is issued for services directly linked to a flight coupon, for example excess baggage or a seat reservation, and the status of both coupons is synchronized. Linked and match with E-Ticket coupons (**Examples: Meal, Excess baggage**)

EMD coupon Structure

- Each electronic ticket can contain more than 1 EMD
- Each EMD number consists of 4 coupons maximum (If the EMD contains more than 4 coupons, it is issued as a conjunctive EMD document numbers are consecutive)
- Each EMD can contain up to 16 coupons (services or fees)
- 1 EMD can be associated to only 1 E-Ticket
- 1 RFIC per EMD
- 1 RFISC per coupon
- Similarly to an E-TKT, the EMD can contain up to 16 coupons
- Coupon status: (For example: **O** = Open for use, **F** = Flown/Used, **R** = Refunded, **V** = Void, **A** = Airport control, **E**= Exchanged/Reissued, **C**= Checked-in, **S**= Suspended)

Reason For Issuance Code - RFIC - qualifies the group of services compliant with the IATA standard as following table:

RFIC Code	Description	Examples
A	Air Transportation	Charter, Involuntary, Downgrading, Upgrading
B	Surface Transportation/Non-Air Services	Bus, Car, Train, Limousine, Chauffeur Drive Service
C	Baggage	Pet in cabin, Biking Equipment, Excess weight
D	Financial Impact	Booking Fee, Refundable Balances
E	Airport Services	Check-In, Lounge Access
F	Merchandise	T-Shirts, Plane model, Voucher
G	Inflight Services	Sleeper, Berth, Beverage, Meal, Newspaper

Reason For Issuance Sub-code - RFISC - qualifies a service inside the group defined by ATPCO. A RFIC can have multiple RFISCs and RFISCs are airline-specific with 3 Alpha-numeric e.g. OB5 as a specific Sub-code of Seat Assignment RFIC

Industry Sub Code	Commercial Name	Recommended RFIC
OAA	PRE-PAID BAGGAGE	C
OAB	ELECTRONIC CART	B
OAC	FUN PACK	G
OAD	PILLOW/BLANKET PACK	G
OAE	HEADSET	G
OAF	VIDEO GAMES	G
OAG	EXEXECUTIVE LOUNGE	E
OAH	WHEELCHAIR	E
OAI	BREAKFAST	G
OAJ	CONTINENTAL BREAKFAST	G

Example : The **RFIC** for Air transportation is A and **RFISC** for Seat Assignment is **OB5**

```
TSM 1 TYPE P BKKOK219W SR/21OCT 00 INT I EMD-A CARR AY
1. SMITH/JOHN MR
RFIC-A/E AIR TRANSPORTATION
1. RFISC-OB5 SEAT ASSIGNMENT L 6
OPERATING CC-AY FEE OWNER-AY ORIGIN-BKK DEST-HEL
```

Airline Ancillary Service Catalogue

EGSD/VXX

LIST OF EMD SERVICES FOR AIRLINE: XX

CODE	RFIC/SC	BOOK	TA	ISS.	DESCRIPTION
1	PDBG	C/OAA	SVC	YES	Prepaid Baggage
2	GCKI	E/GCK	SVC	YES	GROUP CHECK-IN DESK
3	ECML	G/OHL	SSR	NO	Pasta bolognese
4	ETML	G/OLQ	SSR	NO	Beef burgundy
5	EBML	G/OG9	SSR	NO	Indian chicken korma
6	XCML	G/OLO	SSR	NO	Salad with smoked salmon
7	XDML	G/OAI	SSR	NO	All-day breakfast enchilada
8	CANC	D/995	SVC	YES	Cancellation fee
9	SPLT	D/OL6	SVC	YES	Split group
10	NACO	D/225	SVC	YES	Name correction fee
11	NAME	D/115	SVC	YES	Name change fee
12	WEAP	D/OED	SSR	YES	Weapon handling fee
13	OBAG	C/OC3	SSR	NO	Prepaid
14	BIKE	C/OEC	SVC	YES	Bike
15	BIKE	C/OEC	SSR	YES	Bike
16	AVIH	C/OBS	SVC	YES	Pet carriage - animal in hold
17	AVIH	C/OBS	SSR	YES	Pet carriage - animal in hold
18	PETC	C/OBT	SVC	YES	Pet carriage - Pet in cabin
19	PETC	C/OBT	SSR	YES	Pet carriage - Pet in cabin

EGSD/L1

PDBG: Prepaid Baggage
VALIDATING CARRIER:AY RFIC:C RFISC:0AA EMD TYPE:A

BOOKING METHOD: SVC

MONOCOUPON EMD: NO
CONSUMED AT ISSUANCE: NO
ADDITIONAL DOCUMENT IN EXCHANGE: NO
RESIDUAL VALUE: NO

ROUTING INFORMATION MANDATORY FOR ISSUANCE: YES
ISSUED IN CONNECTION WITH MANDATORY FOR ISSUANCE: NO
EXCESS BAGGAGE INFORMATION MANDATORY FOR ISSUANCE: YES

REFUNDABLE: NO
EXCHANGEABLE: NO
INTERLINEABLE: YES
ENDORSABLE: NO

ISSUABLE BY TRAVEL AGENT: YES

DISPLAYABLE BY TRAVEL AGENT IF ISSUED BY AIRLINE AGENT: YES
REFUNDABLE/EXCHANGEABLE BY T/A IF ISSUED BY AIRLINE AGENT: YES

Airline Ancillary Service Catalogue from a PNR

RT

RP/BKKOK219W/BKKOK219W SR/SU 21OCT13/0713Z 3YSZCD
1.SMITH/JOHN MR
2 AY 090 N 20JAN 1 BKKHEL HK1 0905 1515 20JAN E AY/3YSZCD
3 AY 089 N 30JAN 4 HELBKK HK1 1640 0725 31JAN E AY/3YSZCD
4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
5 TK OK21OCT/BKKOK219W//ETAY

FXK

PASSENGER	PR	FROM-TO	C	SC	SRV	PTC	BKM	(THB)	TOTAL
FLIGHT RELATED									
001	P1	AY BKK*BKK	F	0AA	PDBG	ADT	SSR	THB	5150
		PRE PAID BAGGAGE	-						
002	P1	AY BKK*BKK	F	0ED	WEAP	ADT	SSR	THB	2150
		SPORTING FIREARMS	-						
003	P1	AY BKK*BKK	F	0B5	SEAT	ADT	SSR	THB	5150
		SEAT ASSIGNMENT	-						
		SEAT CHARACTERISTICS	: L						
004	P1	AY BKK*BKK	F	0B5	SEAT	ADT	SSR	THB	1720
		SEAT ASSIGNMENT	-						
		SEAT CHARACTERISTICS	: CH						
005	P1	AY BKK*BKK	F	0B5	SEAT	ADT	SSR	THB	3430
		SEAT ASSIGNMENT	-						
		SEAT CHARACTERISTICS	: K						

2. EMD Creation

Depending on whether the service is PNR flight segment associated or not, it should be booked, with the relevant airline service code, via:

- a Special Service Request element (SSR)

HE SR

When the service is PNR flight segment associated (EMD-A) such as a special meal, excess baggage, sports equipment or a pet in cabin. For example: **SR VGML , SM2**

```

1. SMITH/JOHN MR
2  AY 090 V 20JAN 1 BKKHEL HK1 0905 1515 20JAN E AY/3YUTIN
3  AY 089 V 30JAN 4 HELBKK HK1 1640 0725 31JAN E AY/3YUTIN
4  AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
5  TK OK21OCT/BKKOK219W//ETAY
6  /SSR RQST AY HK1 BKKHEL/21CN,P1/S2 SEE RTSTR (/) = CHARGABLE
7  /SSR RQST AY HK1 HELBKK/21JN,P1/S3 SEE RTSTR
8  OPW-21OCT:1000/1C14/AY ISSUANCE TIME LIMIT WILL BE GIVEN
   LATER/E6-7
9  FA PAX 105-4128470141/ETAY/THB47675/21OCT13/BKKOK219W/353033
   54/S2-3
10 FB PAX 2100001183 TTP/RT OK ETICKET ADVISE PSGR TO BRING
   FOID/PICT ID AT AP/S2-3
11 FE PAX CHNG THB2500/REF RESTR/S2-3
12 FG PAX 2100000980 BKKTG21Y4/S2-3
13 FM *M*0
14 FP CASH
15 FV PAX AY/S2-3

```

- a manual auxiliary segment called: Auxiliary Service Element (SVC)

HE IU

For standalone services (EMD-S) that do not need to be associated to a flight segment such as Lounge access, Airline vouchers, Mugs, T-shirts, Plane model, Deposits, Down payments, Trip Insurance.

For example: **IU XX HK1 XXXX (XX = Airline Code, XXXX = Service code)**

```

1. SMITH/JOHN MR
2  AY 090 V 20JAN 1 BKKHEL HK1 0905 1515 20JAN E AY/3YVDXL
3  AY 089 V 30JAN 4 HELBKK HK1 1640 0725 31JAN E AY/3YVDXL
4  SVC AY HK1 PENE
5  AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
6  TK OK21OCT/BKKOK219W//ETAY
7  FA PAX 105-4128470142/ETAY/THB47675/21OCT13/BKKOK219W/353033
   54/S2-3
8  FB PAX 2100001185 TTP/RT OK ETICKET ADVISE PSGR TO BRING
   FOID/PICT ID AT AP/S2-3
9  FE PAX CHNG THB2500/REF RESTR/S2-3
10 FG PAX 2100000981 BKKTG21Y4/S2-3
11 FM *M*0
12 FP CASH
13 FV PAX AY/S2-3

```

3. EMD Pricing

3.1 FXG – AUTO PRICES A SERVICE SEGMENT AND CREATES A TSM-P

HE FXG

- Point of sale
- Flight geography, Class, Flight numbers
- PTC, Frequent Flyer
- Date, Time

When create a Transitional Stored Miscellaneous (**TSM**) document for an EMD, the system creates a type **P (Pricing Quotation Record)** TSM, also called **TSM-P**. The RFIC and RFISC and their description are automatically filled in the **TSM-P**. The system automatically performs a split chargeable special service requests (SSRs) and manual auxiliary segments (SVCs) when the TSM-P is created.

FXG

```

FXG
PASSENGER          PTC -----
OC  SRV   NP PR FLGT DATE (THB)FARE    TAX          TOTAL
01 SMITH/JOHN MR   ADT
0B5 RQST   1 AY90   20JAN
0B5 RQST   1 AY89   30JAN THB3430          THB3430

```

3.2 TMC/VXX/LX – MAMUAL CREATE TSM-P (XX=AIRLINES CODE, X=LINE NUMBER)

HE TMC

>TMC/VAY/L4

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  21OCT13/0931Z  3YVDXL
1. SMITH/JOHN MR
2  AY 090 V 20JAN 1 BKKHEL HK1  0905 1515  20JAN  E  AY/3YVDXL
3  AY 089 V 30JAN 4 HELBKK HK1  1640 0725  31JAN  E  AY/3YVDXL
4  SVC AY HK1 VOUC
5  AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
6  TK OK21OCT/BKKOK219W//ETAY
7  FA PAX 105-4128470142/ETAY/THB47675/21OCT13/BKKOK219W/353033
   54/S2-3
8  FB PAX 2100001185 TTP/RT OK ETICKET ADVISE PSGR TO BRING
   FOID/PICT ID AT AP/S2-3
9  FE PAX CHNG THB2500/REF RESTR/S2-3
10 FG PAX 2100000981 BKKTG21Y4/S2-3
11 FM *M*0
12 FP CASH
13 FV PAX AY/S2-3
>TMC/VAY/L4
TSM I TYPE P          BKKOK219W SR/21OCT 11          EMD-S CARR AY
1. SMITH/JOHN MR
RFIC-D/O  FINANCIAL IMPACT
1. RFISC-A02 VOUCHER / GIFT CARD          L  4
OPERATING CC-AY
ADD INF/RKS:

```

TMC OPTIONS

HE TMC

ENTRY	EXPLANATION
TMC/VXX/L5 TMC/VXX/L5,7-8	Service Selection ,from the PNR service line number
TMC/VXX/P1 TMC/VXX/P1,3-4	Passenger selection
TMC/VXX/INF TMC/VXX/INF/P1	Infant Selection

To update TSM-P

- Document Level >TMI/MX (X=TSM-P NUMBER)

HE TMI

Field Identifier	Field Name	Entries
F,R	Fare with issue identifier F = First Issue R = Reissue	TMI/FTHB1500
E K1	Equivalent Fare Amount Bankers Rate 1	TMI/FUSD/ETHB1500/K130
RV-	Refundable Value	TMI/RV-1500
O,X W	O= Old Tax Amount X=New Tax Amount Total Amount	TMI/RTHB3000/X700TS/O175US/WTHB700
NF-	Net Fare Amount	TMI/NF-THB1000
H	Document Remarks	TMI/H VIP CUSTOMER

To update TSM-P

- Coupon Level >TMI/LX (X=SERVICE SEGMENT LINE NUMBER)

Field Identifier	Field Name	Entries
CV-	Coupon Value	TMI/CV-5000
D	Present to	TMI/DAY
A	Present at	TMI/ABKK
CR	Coupon Remarks	TMI/CR-LOUNGE LOCATED IN GATE 3
NB-	Not Valid Before Date	TMI/NB-18JUN14
NA-	Not Valid After Date	TMI/NA-20SEP14
ER-	Rate Per Unit	TMI/ER-5000
IC	Issued in Connection with	TMI/IC-TKT1054128470142E1

>TMI/CV-3000/F3000
>TMI/ABKK/DAY
>TMI/HNON REFUNDABLE
>TMI/IC-TKT1054128470142E1

```

TSM 1 TYPE P BKKOK219W SR/21OCT 11 EMD-S CARR AY
1. SMITH/JOHN MR
RFIC-D/O FINANCIAL IMPACT
1. RFISC-A02 VOUCHER / GIFT CARD L 4
OPERATING CC-AY CPN VALUE-3000.00
PRESENT TO:AY
PRESENT AT:BKK
ICW-1054128470142E1
ADD INF/RKS: NON REFUNDABLE

FARE F THB 3000
EXCH VAL THB 3000

TOTAL THB 3000

```

4. Display of TSM-P Pricing Record

4.1 TQM (TSM-P of the associated EMD, EMD-A)

```

TSM 1 TYPE P BKKOK219W SR/21OCT 00 INT I EMD-A CARR AY (1)
1 SMITH/JOHN MR
RFIC-A/E AIR TRANSPORTATION (2)
1. RFISC-0B5 SEAT ASSIGNMENT L 7 (3)
OPERATING CC-AY FEE OWNER-AY ORIGIN-BKK DEST-HEL
SERVICE REMARKS-CHARACTERISTICS: K
NON REFUNDABLE
NON EXCHANGEABLE
2. RFISC-0B5 SEAT ASSIGNMENT L 8
OPERATING CC-AY FEE OWNER-AY ORIGIN-HEL DEST-BKK
SERVICE REMARKS-CHARACTERISTICS: K
NON REFUNDABLE
NON EXCHANGEABLE

ADD INF/RKS:
FARE F THB 3430
EXCH VAL THB 3430

TOTAL THB 3430 BSR 42.84180000
FC BKK AY HEL1715 AY BKK1715THB3430END

```

← Coupon details associated to services

← Fare information

Explanation:

- (1) The TSM header line with the TSM number (1) and type (P), the Amadeus office ID of the creating office (BKKOK219W), the agent sign of the agent creating the TSM (SR) and the creation date (21OCT), the fare calculation pricing and reporting indicators (00) | failcodes of TSM check by HEFCPI, the EMD type (EMD-A for associated and EMD-S for a standalone EMD), and the two-character code of the validating carrier (AY).
- (2) The Reason-For-Issuance Code (RFIC: A/E) and description (AIR TRANSPORTATION)
- (3) The Reason-For-Issuance Sub-Code (RFISC – 0B5) and description (SEAT ASSIGNMENT) line no. 7 (L 7)

4.2 TQM (TSM-P of the stand-alone EMD, EMD-S)

```
TSM 1 TYPE P BKKOK219W SR/21OCT 11 EMD-S CARR AY
1.SMITH/JOHN MR
RFIC-D/O FINANCIAL IMPACT
1. RFISC-A02 VOUCHER / GIFT CARD L 4
OPERATING CC-AY
ADD INF/RKS:
```

TQM OPTIONS

HE TQM

ENTRY	DESCRIPTION
TQM	Display TSM
TQM/P1	Passenger selection
TQM/INF	Infant selection
TQM/M1	TSM number selection
TQM/P2/INF	Infant with P2 selection

5. Create Fare Element

Field Identifier	Field Name	Entry
FM	Commission	TMI/FM-5 TMI/FM-500A
FP	Form of Payment	TMI/FP-CASH TMI/FP-CCVI4444333322221111/1217/N001 TMI/FP-NR+CASH/Selling
FT	Tour Code	TMI/FT-NRTH001
FE	Endorsement Information	TMI/FE-NON REFUNDABLE
	Net Fare	TMI/NF-1000

Note: FT-Element is mandatory in case of Net Remit issuance

5.1 Sale as Face Value

>TMI/FP-CASH

```
TSM 1 TYPE P BKKOK219W SR/21OCT 00 INT I EMD-A CARR AY
1.SMITH/JOHN MR
RFIC-A/E AIR TRANSPORTATION
1. RFISC-0B5 SEAT ASSIGNMENT L 6
OPERATING CC-AY FEE OWNER-AY ORIGIN-BKK DEST-HEL
SERVICE REMARKS-CHARACTERISTICS: K
NON REFUNDABLE
NON EXCHANGEABLE
ADD INF/RKS:
FARE F THB 3430
EXCH VAL THB 3430
TOTAL THB 3430 BSR 42.84180000
FC BKK AY HEL1715 AY BKK1715THB3430END
FP CASH
```


5.2 Sale as Net Fare

- >TMI/FP-NR+CASH/2500
- >TMI/FM-500A
- >TMI/FT-NRTH008
- >TMI/NF-2000

```

TSM      3  TYPE P      BKKOK219W SR/23OCT 11      EMD-S CARR AY
  1.SMITH/JENNIFER MS
RFIC-D/Q  FINANCIAL IMPACT
  1. RFISC-993 CHANGE FEE                                L    4
  OPERATING CC-AY                                CPN VALUE-3000
  PRESENT TO:AY
  PRESENT AT:BKK
  SERVICE REMARKS-CONTACT COUNTER 6
  ICW-1054128470151E1
  NON REFUNDABLE
  NON EXCHANGEABLE
  CONSUMED AT ISSUANCE

ADD INF/RKS:

FARE      F  THB      3000
EXCH VAL  THB      3000
TOTAL     THB      3000
NETFARE  THB      2000
FM   *M*500A
FP  NR+CASH/THB2500
FT  NRTH008
    
```

Other Entries for TSM-P

Entries	Description
TMX/MX TMX/PX	Delete the TSM-P with specific (MX= TSM Number , PX =Passenger number)
TMX/PX/INF	Delete the TSM-P for the infant
TMH	Displaying TSM History

6. EMD Issuance

>TTM

- Issuance of EMD creates a record in the EMD database
- Passenger receipt can be printed on plain paper and sent by e-mail
- Agent and Audit coupons, credit card charge form can be printed
- For **EMD-A**: System update message sent to E-Ticketing server to [associate E-Ticket coupons](#)

TTM OPTIONS

HE TTM

Issuance Options	Explanations
TTM/RT	Retrieve PNR option
TTM/M1 TTM/M1,3-4	TSM selection
TTM/INF	Infant passenger TSM selection
TTM/P1 TTM/P1,3-4	Passenger selection
TTM/L3 TTM/L3,4-5	Service selection ,from the PNR line number

```

--- TST TSM RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  22OCT13/0926Z   3ZGHIC
 1.PATTINSON/ROBERT MR
 2  AY 090 Q 01MAR 6 BKKHEL HK1  0905 1515  01MAR  E  AY/3ZGHIC
 3  AY 089 Q 20MAR 4 HELBKK HK1  1640 0725  21MAR  E  AY/3ZGHIC
 4  SVC AY HK1  PENF
 5  AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 6  TK OK22OCT/BKKOK219W//ETAY
 7  /SSR RQST AY HK1 BKKHEL/27AN,P1/S2   SEE RTSTR
 8  /SSR RQST AY HK1 HELBKK/21AN,P1/S3   SEE RTSTR
 9  /SSR WEAP AY HK1 AIR RIFLE/S2
10  /SSR WEAP AY HK1 AIR RIFLE/S3
11  FA PAX 105-4128470145/ETAY/THB40475/22OCT13/BKKOK219W/353033
    54/S2-3
12  FA PAX 105-1815017759/DTAY/THB2575/22OCT13/BKKOK219W/3530335
    4/E7-8
13  FA PAX 105-1815017760/DTAY/THB2150/22OCT13/BKKOK219W/3530335
    4/E9-10
14  FA PAX 105-1815017761/DTAY/THB3000/22OCT13/BKKOK219W/3530335
    4/S4
15  FB PAX 2200001209 TTP/TTM/RT OK ETICKET/EMD ADVISE PSGR TO
    BRING FOID/PICT ID A/S2-3
16  FB PAX 2200001209 TTP/TTM/RT OK ETICKET/EMD ADVISE PSGR TO
    BRING FOID/PICT ID A/E7-8
17  FB PAX 2200001210 TTM/M2/RT OK EMD/E9-10
18  FB PAX 2200001212 TTM/M3/RT OK EMD/S4

```

PNR update

- The EMD issuance is reflected in the PNR via the addition of an FA and FB line.
- The association at the end of the line is **'/S'** when referring to the **SVC** segment line number.
- The association at the end of the line is **'/E'** when referring to the **SSR** element
- The FA line created is flagged with a **"/DT"** indicator following the document number, where **'D'** is the indicator for EMD.

EMD Agent Coupon

```

**AGENT COUPON**
EMD-1251815017008      TYPE-S      SYS-1A  LOC-Y2N5RF
INT-I      FCI-0  0      POI-BKK      DOI-09OCT13      IOI-35315781
PAX- PHUMILUCK/SUWAPHATR MISS      ADT
RFIC-D  FINANCIAL IMPACT
REMARKS-
CPN-1  RFISC-992  BA      S-V  SAC- 125NIH9HE0U28  VALUE-3040
DESCRIPTION-RES CHANGE FEE
NON-REFUNDABLE
NON-EXCHANGEABLE
CONSUMED AT ISSUANCE
PRESENT TO-BRITISH AIRWAYS
PRESENT AT-BANGKOK
ICW-1254128516378
SERVICE REMARKS-
FARE  F  THB      3040
EXCH VAL THB      3040      RFND VAL
TAX-
TOTAL      THB      3040
/FC
FP CASH
FOID-
    
```

7. Display of EMD Record

The display of a specific EMD record can be requested using the **EWD** entry with the following options

EWD OPTIONS

HE EWD

Entries	Description
EWD	Displaying a EMD from a retrieved PNR (There is only 1 EMD in the PNR)
EWD/LX	Displaying a EMD record by specific FA element line number
EWD/EMD105-1815017761	Displaying EMD record by document number
EWDRT	Redisplay EMD record

>EWD

```

EMD-1051815017757      TYPE-A      SYS-1A  LOC-3YUTIN
INT-I      FCI-0      0      POI-BKK      DOI-21OCT13      IOI-35303354
PAX- SMITH/JOHN MR      ADT
RFIC-A  AIR TRANSPORTATION
REMARKS-
CPN-1  RFISC-0B5  AY BKKHEL  S-O      Status O = Open for use
DESCRIPTION-SEAT ASSIGNMENT
NON-REFUNDABLE
NON-EXCHANGEABLE
PRESENT TO-
PRESENT AT-
ICW-1054128470141C1      (A)
SERVICE REMARKS-CHARACTERISTICS: K
CPN-2  RFISC-0B5  AY HELBKK  S-O
DESCRIPTION-SEAT ASSIGNMENT
NON-REFUNDABLE
NON-EXCHANGEABLE
PRESENT TO-
PRESENT AT-
ICW-1054128470141C2      (A)
SERVICE REMARKS-CHARACTERISTICS: K
FARE  F      THB      3430
BR      42.84180000
EXCH VAL THB      3430      RFND VAL
TAX-
TOTAL      THB      3430
/FC BKK AY HEL1715 AY BKK1715THB3430END
FP CASH
FOID-
    
```

Note: EMD will remains active for 60 minute or new EMD have displaying

If you display E-Ticket record

>TWD

TKT-1054128470145 RCI- 1A LOC-3ZGHIC
 OD-BKKBKK SI- FCMI-0 POI-BKK DOI-22OCT13 IOI-35303354
 1.PATTINSON/ROBERT MR ADT ST
 1 OBKK AY 90 Q 01MAR0905 OK QBA2TH O 01JUN 1PC
 2 OHEL AY 89 Q 20MAR1640 OK QBA2TH O 01JUN 1PC
 BKK
 FARE F THB 28100
 TOTALTAX THB 12375
 TOTAL THB 40475
 /FC BKK AY HEL459.27AY BKK459.27NUC918.54END ROE30.592000
 FE CHNG THB2500/REF RESTR
 FP CASH
 FOR TAX/FEE DETAILS USE TWD/TAX

IN CONNECTION WITH:
 1. 105-1815017759E1 (A)
 105-1815017760E1 (A)
 2. 105-1815017759E2 (A)
 105-1815017760E2 (A)

EMD-A Number

>EWD

EMD-1051815017761 TYPE-S SYS-1A LOC-3ZGHIC
 INT- FCI-1 1 POI-BKK DOI-22OCT13 IOI-35303354
 PAX- PATTINSON/ROBERT MR ADT
 RFIC-D FINANCIAL IMPACT
 REMARKS-
 CPN-1 RFISC-993 AY S-F SAC- 105NZHNS8YIAP VALUE-3000
 DESCRIPTION-CHANGE FEE
 NON-REFUNDABLE
 NON-EXCHANGEABLE
 CONSUMED AT ISSUANCE
 PRESENT TO-AY
 PRESENT AT-BKK
 ICW-1054128470145
 SERVICE REMARKS-CANTACT COUNTER 6
 FARE F THB 3000
 EXCH VAL THB 3000 RFND VAL
 TAX-
 TOTAL THB 3000
 /FC
 FP CASH
 FOID-

8. EMD Passenger Receipt

HE EMR

>EMR/EPR-EML-SMITH@YAHOO.COM

>EMR/EPR-EMLA

>EMR/EPR-EML-SMITH@YAHOO.COM
OK PROCESSED

```

*****
EMD-105-1815017757 0      EMD PASSENGER RECEIPT      1A ELECTRONIC
                                                                MISCELLANEOUS
FINNAIR                    21OCT13      TH      DOCUMENT
AMADEUS HELP DESK        35303354 7906 6888 /SRSU
SMITH/JOHN MR            PNR 3YUTIN/1A NOT VALID FOR TRAVEL
AIR TRANSPORTATION
                                                                *****

CPN 1 0B5 SEAT ASSIGNMENT
  OPERATING CC:AY
  ORIGIN:BKK
  DEST:HEL
  ICW: 1054128470141C1
  RMKS: CHARACTERISTICS: K

CPN 2 0B5 SEAT ASSIGNMENT
  OPERATING CC:AY
  ORIGIN:HEL
  DEST:BKK
  ICW: 1054128470141C2
  RMKS: CHARACTERISTICS: K

BKK AY HEL1715 AY BKK1715THB3430END

BR 42.84180000

THB      3430      CASH
                        EXCH/
                        ORIG ISS/

THB      3430
FOID-

WHERE THIS DOCUMENT IS ISSUED FOR TRANSPORTATION, OR SERVICES OTHER THAN PASSENGER
AIR TRANSPORTATION, SPECIFIC TERMS AND CONDITIONS MAY APPLY.
THESE TERMS AND CONDITIONS MAY BE PROVIDED SEPARATELY OR MAY BE OBTAINED FROM THE
ISSUING COMPANY OR AGENT.

```



9. Sales Report

EMD sales are included in all agents' sales reports.

- EMD-A sales are reported under EMDA transaction code.
- EMD-S sales are reported under EMDS transaction code.

>TJQ

SEQ NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	FEE	COMM	FP	PAX NAME	AS	RLOC	TRNC
000864	105	1815017758	3000		0	0	0	CA	SMITH/JO	SR	3YVDXL	EMDA
000865	105	4128470145	40475		12375	0	0	CA	PATTINSO	SR	3ZGHIC	TKTT
000867	105	1815017760	2150		0	0	0	CA	PATTINSO	SR	3ZGHIC	EMDA
000868	105	1815017761	3000		0	0	0	CA	PATTINSO	SR	3ZGHIC	EMDS

10. Cancellation of EMD (Void)**HE TRDC**

Before the transaction is confirmed in the sales report, using following entries.

Cancellation Entries	Explanation
TRDC	From a retrieved PNR
TRDC/L5	(FA/FH PNR line number option mandatory if several FA/FH in a PNR)
TRDC/864	From the sales report (sequence number)
TRDC/TK- 1815017758	From EMD document number

After a successful EMD cancellation, the system displays the following message

>TRDC/TK-1815017758

OK - DOCUMENT(S) CANCELLED

```

--- TST TSM RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  22OCT13/0817Z  3YVDXL
1. SMITH/JOHN MR
2  AY 090 V 20JAN 1 BKKHEL HK1  0905 1515  20JAN  E  AY/3YVDXL
3  AY 089 V 30JAN 4 HELBKK HK1  1640 0725  31JAN  E  AY/3YVDXL
4  SVC AY HK1 PENF
5  AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
6  TK OK21OCT/BKKOK219W//ETAY
7  FA PAX 105-4128470142/ETAY/THB47675/21OCT13/BKKOK219W/353033
   54/S2-3
8  FA PAX 105-1815017758/DVAY THB3000/22OCT13/BKKOK219W/3530335
   4/S4

```

>TJQ

SEQ NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	FEE	COMM	FP	PAX NAME	AS	RLOC	TRNC
000864	105	1815017758	3000		0	0	0	CA	SMITH/JO	SR	3YVDXL	CANX

11. Refund of EMD

A refund transaction can be initiated using the following entries

Refund Initialization Entries	Explanation
TRF TRF/L5	From a retrieved PNR (FA/FH PNR line number option mandatory if several FA/FHD in the PNR)
TRF/I-867	From sales reports item number
TRF105-1815017757/EMD	From EMD document number Important note: entry specific to EMD

As for the usual refund process, the same entries are used (TRFU,TRFP, TRFIG)

Refund Process

- The system automatically checks the EMD coupon's status to verify the EMD eligibility for the refund process
- The EMD server updates all EMD coupons into "R" status
- All refunded EMD coupons are disassociated from the E-TKT

>TRF/I-867

```

REFUND RECORD                AGT-35303354 SR/22OCT13 F TKT-Y
NM  NAME                    PATTINSON/ROBERT MR
I   ISSUED                  22OCT13
D1  DOCUMENT                105 1815017760 6 CPNS 1200

F   FARE PAID                THB          2150
U   FARE USED                0
   FARE REFUND                2150
XT  TAX REFUND                0 >TRFT
   REFUND TOTAL                2150

FP1 CASH                    2150

S   ITINERARY                INTERNATIONAL

```

>TRFU/CP500A

```

REFUND RECORD                AGT-35303354 SR/22OCT13 A TKT-Y
NM  NAME                    PATTINSON/ROBERT MR
I   ISSUED                  22OCT13
D1  DOCUMENT                105 1815017760 6 CPNS 1200

F   FARE PAID                THB          2150
U   FARE USED                0
   FARE REFUND                2150
CP  CANX FEE                  500          23.26P
XT  TAX REFUND                0 >TRFT
   REFUND TOTAL                1650

FP1 CASH                    1650

S   ITINERARY                INTERNATIONAL

```

>TRFP

```

OK EMD RECORD UPDATED SAC- 170NOR7SSZGJU
OK - REFUND PROCESSED

```

After a successful EMD refund, the system updates the FA element and the sales report as follows:

- The FA status is update to "/DR"
- An EMD refund transaction is logged in the sales report with an RFND transaction code

Scenario 1: Seat Assignment**>SMX (SEAT MAP) (X= LINE NUMBER)**

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  4DEC13/0447Z  4FQ8Z8
 1.WALKER/PAUL MR
 2  AY 090 Q 10MAR 1 BKKHEL HK1  0905 1515  10MAR  E  AY/4FQ8Z8
 3  AY 095 Q 20MAR 4 HELBKK HK1  1830 0915  21MAR  E  AY/4FQ8Z8
 4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 5 TK OK04DEC/BKKOK219W//ETAY
 6 /SSR RQST AY HK1 BKKHEL/21JN,P1/S2  SEE RTSTR
 7 /SSR RQST AY HK1 HELBKK/21LN,P1/S3  SEE RTSTR
 8 OPW-04DEC:0600/1C14/AY ISSUANCE TIME LIMIT WILL BE GIVEN
   LATER/E6-7
 9 FA PAX 105-4128470965/ETAY/THB40475/04DEC13/BKKOK219W/353033
   54/S2-3
10 FB PAX 0400002066 TTP/RT OK ETICKET ADVISE PSGR TO BRING
   FOID/PICT ID AT AP/S2-3
11 FE PAX CHNG THB2500/REF RESTR/S2-3
12 FG PAX 0400001407 BKKTG21Y4/S2-3
13 FM *M*0
14 FP CASH
15 FV PAX AY/S2-3
WARNING: AY ISSUANCE TIME LIMIT WILL BE GIVEN LATER/E6-7

```

>FXG – PRICING EMD STORED TSM-P

```

FXG
PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (THB)FARE    TAX          TOTAL
01 WALKER/PAUL MR  ADT
0B5 RQST  1 AY90    10MAR
0B5 RQST  1 AY95    20MAR THB3430          THB3430

```

>TQM – DISPLAY TSM-P

```

TSM  1  TYPE P      BKKOK219W SR/04DEC 00 INT I EMD-A CARR AY
 1.WALKER/PAUL MR
RFIC-A/E  AIR TRANSPORTATION
 1. RFISC-OB5 SEAT ASSIGNMENT                                L  6
   OPERATING CC-AY FEE OWNER-AY                             ORIGIN-BKK DEST-HEL
   SERVICE REMARKS-CHARACTERISTICS: K
   NON REFUNDABLE
   NON EXCHANGEABLE
 2. RFISC-OB5 SEAT ASSIGNMENT                                L  7
   OPERATING CC-AY FEE OWNER-AY                             ORIGIN-HEL DEST-BKK
   SERVICE REMARKS-CHARACTERISTICS: K
   NON REFUNDABLE
   NON EXCHANGEABLE

ADD INF/RKS:

FARE      F  THB          3430
EXCH VAL  THB          3430

TOTAL      THB          3430  BSR  42.84180000
FC  BKK AY HEL1715 AY BKK1715THB3430END

```

>TMI/FP-CASH – INPUT FORM OF PAYMENT

>RFPAX;ER

TSM 1 TYPE P BKKOK219W SR/04DEC 00 INT I EMD-A CARR AY
 1.WALKER/PAUL MR
 RFIC-A/E AIR TRANSPORTATION
 1. RFISC-OB5 SEAT ASSIGNMENT L 6
 OPERATING CC-AY FEE OWNER-AY ORIGIN-BKK DEST-HEL
 SERVICE REMARKS-CHARACTERISTICS: K
 NON REFUNDABLE
 NON EXCHANGEABLE
 2. RFISC-OB5 SEAT ASSIGNMENT L 7
 OPERATING CC-AY FEE OWNER-AY ORIGIN-HEL DEST-BKK
 SERVICE REMARKS-CHARACTERISTICS: K
 NON REFUNDABLE
 NON EXCHANGEABLE

ADD INF/RKS:

FARE F THB 3430
 EXCH VAL THB 3430

TOTAL THB 3430 BSR 42.84180000
 FC BKK AY HEL1715 AY BKK1715THB3430END
 FP CASH

>TTM/RT – ISSUE EMD AND RETRIVE PNR

>TTM/RT
 OK EMD

--- TST TSM RLR ---
 RP/BKKOK219W/BKKOK219W SR/SU 4DEC13/0452Z 4FQ8Z8
 1.WALKER/PAUL MR
 2 AY 090 Q 10MAR 1 BKKHEL HK1 0905 1515 10MAR E AY/4FQ8Z8
 3 AY 095 Q 20MAR 4 HELBKK HK1 1830 0915 21MAR E AY/4FQ8Z8
 4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 5 TK OK04DEC/BKKOK219W//ETAY
 6 /SSR RQST AY HK1 BKKHEL/21JN,P1/S2 SEE RTSTR
 7 /SSR RQST AY HK1 HELBKK/21LN,P1/S3 SEE RTSTR
 8 FA PAX 105-4128470965/ETAY/THB40475/04DEC13/BKKOK219W/353033
 54/S2-3
 9 FA PAX 105-1815018154/DTAY/THB3430/04DEC13/BKKOK219W/3530335
 4/E6-7
 10 FB PAX 0400002066 TTP/RT OK ETICKET ADVISE PSGR TO BRING
 FOID/PICT ID AT AP/S2-3
 11 FB PAX 0400002067 TTM/RT OK EMD/E6-7
 12 FE PAX CHNG THB2500/REF RESTR/S2-3
 13 FG PAX 0400001407 BKKTG21Y4/S2-3
 14 FM *M*0
 15 FP CASH
 16 FV PAX AY/S2-3

>TWD – TICKET SHOW ICW – “In Connection With” EMD number for reference

TKT-1054128470141 RCI- 1A LOC-3YUTIN
 OD-BKKBKK SI- FCMI-0 POI-BKK DOI-21OCT13 IOI-35303354
 1.SMITH/JOHN MR ADT ST
 1 OBKK AY 90 V 20JAN0905 OK VBA2TH O 20APR 1PC
 2 OHEL AY 89 V 30JAN1640 OK VBA2TH O 20APR 1PC
 BKK
 FARE F THB 35300
 TOTALTAX THB 12375
 TOTAL THB 47675
 /FC BKK AY HEL576.94AY BKK576.94NUC1153.88END ROE30.592000
 FE CHNG THB2500/REF RESTR
 FP CASH
 FOR TAX/FEE DETAILS USE TWD/TAX

IN CONNECTION WITH:
1. 105-1815017757E1 (A)
2. 105-1815017757E2 (A)

Scenario 2: Penalty (manual EMD)

>IU AY HK1 PENF (check code with airlines)

--- TST RLR ---
RP/BKKOK219W/BKKOK219W SR/SU 22OCT13/0255Z 3YVDXL
1.SMITH/JOHN MR
2 AY 090 V 20JAN 1 BKKHEL HK1 0905 1515 20JAN E AY/3YVDXL
3 AY 089 V 30JAN 4 HELBKK HK1 1640 0725 31JAN E AY/3YVDXL
4 SVC AY HK1 PENF

>TMC/VAY/L4 – MANUAL CREATE TSM-P (V=VALIDATING CARRIER, AY=AIRLINES CODE, 4=LINE NUMBER)

TSM 2 TYPE P BKKOK219W SR/22OCT 11 EMD-S CARR AY
1.SMITH/JOHN MR
RFIC-D/Q FINANCIAL IMPACT
1. RFISC-993 CHANGE FEE L 4
OPERATING CC-AY
NON REFUNDABLE
NON EXCHANGEABLE
CONSUMED AT ISSUANCE

ADD INF/RKS:

Manual update of a TSM-P

>TMI/CV-3000/F3000/FP-CASH (update TSM-P , CV =coupon value, F=fare, FP =form of payment)

TSM 2 TYPE P BKKOK219W SR/22OCT 11 EMD-S CARR AY
1.SMITH/JOHN MR
RFIC-D/Q FINANCIAL IMPACT
1. RFISC-993 CHANGE FEE L 4
OPERATING CC-AY CPN VALUE-3000.00
NON REFUNDABLE
NON EXCHANGEABLE
CONSUMED AT ISSUANCE

ADD INF/RKS:

FARE F THB 3000
EXCH VAL THB 3000
TOTAL THB 3000
FP CASH

SERVICE REMARKS (optional)

>TMI /IC-TKT1054128470142 (Insert in conjunction with ticket number)

TSM 2 TYPE P BKKOK219W SR/22OCT 11 EMD-S CARR AY
1.SMITH/JOHN MR
RFIC-D/Q FINANCIAL IMPACT
1. RFISC-993 CHANGE FEE L 4
OPERATING CC-AY CPN VALUE-3000.00
ICW-1054128470142
NON REFUNDABLE
NON EXCHANGEABLE
CONSUMED AT ISSUANCE

ADD INF/RKS:

FARE F THB 3000

EXCH VAL	THB	3000
TOTAL	THB	3000
FP CASH		

>RFPAX;ER

>TTM/RT (issue EMD)

>TTM/RT

OK EMD

--- TST TSM RLR ---

RP/BKKOK219W/BKKOK219W SR/SU 22OCT13/0752Z 3YVDXL

1.SMITH/JOHN MR

2 AY 090 V 20JAN 1 BKKHEL HK1 0905 1515 20JAN E AY/3YVDXL

3 AY 089 V 30JAN 4 HELBKK HK1 1640 0725 31JAN E AY/3YVDXL

4 SVC AY HK1 PENF

5 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A

6 TK OK21OCT/BKKOK219W//ETAY

7 FA PAX 105-4128470142/ETAY/THB47675/21OCT13/BKKOK219W/353033
54/S2-3

8 FA PAX 105-1815017758/DTAY/THB3000/22OCT13/BKKOK219W/3530335
4/S4

9 FB PAX 2100001185 TTP/RT OK ETICKET ADVISE PSGR TO BRING
FOID/PICT ID AT AP/S2-3

10 FB PAX 2200001207 TTM/RT OK EMD/S4

11 FE PAX CHNG THB2500/REF RESTR/S2-3

12 FG PAX 2100000981 BKKTG21Y4/S2-3

13 FM *M*0

14 FP CASH

15 FV PAX AY/S2-3

>EWD (Display EMD)

EMD-1051815017758 TYPE-S SYS-1A LOC-3YVDXL

INT- FCI-1 I POI-BKK DOI-22OCT13 IOI-35303354

PAX- SMITH/JOHN MR ADT

RFIC-D FINANCIAL IMPACT

REMARKS-

CPN-1 RFISC-993 AY S-F SAC- 105NZHNS8YIAM VALUE-3000

DESCRIPTION-CHANGE FEE

NON-REFUNDABLE

NON-EXCHANGEABLE

CONSUMED AT ISSUANCE

PRESENT TO-

PRESENT AT-

ICW-1054128470142

SERVICE REMARKS-

FARE	F	THB	3000	
EXCH VAL	THB	3000	RFND VAL	
TAX-				
TOTAL	THB	3000		

/FC

FP CASH

FOID-

>TIQ

AGY NO - 35303354 QUERY REPORT 22OCT CURRENCY THB

OFFICE - BKKOK219W SELECTION:

AGENT - 6888SR 22 OCT 2013

SEQ NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	FEE	COMM	FP	PAX NAME	AS	RLOC	TRNC
000864	105	1815017758	3000		0	0	0	CA	SMITH/JO	SR	3YVDXL	EMDS

Scenario 3 : Seat Assignment, WEAP,PENF

>RT

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  22OCT13/0842Z  3ZGHIC
 1.PATTINSON/ROBERT MR
 2  AY 090 Q 01MAR 6 BKKHEL HK1  0905 1515  01MAR  E  AY/3ZGHIC
 3  AY 089 Q 20MAR 4 HELBKK HK1  1640 0725  21MAR  E  AY/3ZGHIC
 4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 5 TK OK22OCT/BKKOK219W
 6 /SSR RQST AY HK1 BKKHEL/27AN,P1/S2  SEE RTSTR
 7 /SSR RQST AY HK1 HELBKK/21AN,P1/S3  SEE RTSTR
 8 FE PAX CHNG THB2500/REF RESTR/S2-3
 9 FM *M*0
10 FP CASH
11 FV PAX AY/S2-3
    
```

>FXG

```

FXG
PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (THB)FARE      TAX          TOTAL

01 PATTINSON/ROBER ADT
0B5 RQST  1 AY90   01MAR
0B5 RQST  1 AY89   20MAR THB2575          THB2575
    
```

>TMI/FP-CASH

>TQM

```

TSM  1  TYPE P      BKKOK219W SR/22OCT 00 INT I EMD-A CARR AY
 1.PATTINSON/ROBERT MR
RFIC-A/E  AIR TRANSPORTATION
 1. RFISC-0B5 SEAT ASSIGNMENT                                L  6
   OPERATING CC-AY FEE OWNER-AY                            ORIGIN-BKK DEST-HEL
   SERVICE REMARKS-CHARACTERISTICS: CH
   NON REFUNDABLE
   NON EXCHANGEABLE
 2. RFISC-0B5 SEAT ASSIGNMENT                                L  7
   OPERATING CC-AY FEE OWNER-AY                            ORIGIN-HEL DEST-BKK
   SERVICE REMARKS-CHARACTERISTICS: K
   NON REFUNDABLE
   NON EXCHANGEABLE

ADD INF/RKS:

FARE      F  THB          2575
EXCH VAL  THB          2575

TOTAL      THB          2575  BSR  42.84180000
FC  BKK AY HEL860 AY BKK1715THB2575END
FP  CASH
    
```

>TTP/TTM/RT

OK ETICKET/EMD ADVISE PSGR TO BRING FOID/PICT ID AT APT

>RT

```

--- TST TSM RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  22OCT13/0850Z  3ZGHIC
 1.PATTINSON/ROBERT MR
 2 AY 090 Q 01MAR 6 BKKHEL HK1  0905 1515  01MAR  E  AY/3ZGHIC
 3 AY 089 Q 20MAR 4 HELBKK HK1  1640 0725  21MAR  E  AY/3ZGHIC
 4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 5 TK OK22OCT/BKKOK219W//ETAY
 6 /SSR RQST AY HK1 BKKHEL/27AN,P1/S2  SEE RTSTR
 7 /SSR RQST AY HK1 HELBKK/21AN,P1/S3  SEE RTSTR
 8 FA PAX 105-4128470145/ETAY/THB40475/22OCT13/BKKOK219W/353033
 54/S2-3
 9 FA PAX 105-1815017759/DTAY/THB2575/22OCT13/BKKOK219W/3530335
 4/E6-7
10 FB PAX 2200001209 TTP/TTM/RT OK ETICKET/EMD ADVISE PSGR TO
 BRING FOID/PICT ID A/S2-3
11 FB PAX 2200001209 TTP/TTM/RT OK ETICKET/EMD ADVISE PSGR TO
 BRING FOID/PICT ID A/E6-7
12 FE PAX CHNG THB2500/REF RESTR/S2-3

```

>SRWEAP -AIR RIFLE

```

--- TST TSM RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  22OCT13/0850Z  3ZGHIC
RF PAXLER
 1.PATTINSON/ROBERT MR
 2 AY 090 Q 01MAR 6 BKKHEL HK1  0905 1515  01MAR  E  AY/3ZGHIC
 3 AY 089 Q 20MAR 4 HELBKK HK1  1640 0725  21MAR  E  AY/3ZGHIC
 4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 5 TK OK22OCT/BKKOK219W//ETAY
 6 /SSR RQST AY HK1 BKKHEL/27AN,P1/S2  SEE RTSTR
 7 /SSR RQST AY HK1 HELBKK/21AN,P1/S3  SEE RTSTR
 8 /SSR WEAP AY HK1 AIR RIFLE/S2
 9 /SSR WEAP AY HK1 AIR RIFLE/S3

```

>TQM/M2

>TMI/M2/FP-CASH

```

TSM      2  TYPE P      BKKOK219W SR/22OCT 00 INT I EMD-A CARR AY
 1.PATTINSON/ROBERT MR
RFIC-D/U  FINANCIAL IMPACT
 1. RFISC-0ED WEAPON HANDLING FEE                                L  8
   OPERATING CC-AY FEE OWNER-AY                                ORIGIN-BKK DEST-HEL
   SERVICE REMARKS-FA
   EXCESS BAGGAGE-1  PC RATE PER UNIT  THB                    0
   NON INTERLINEABLE
 2. RFISC-0ED WEAPON HANDLING FEE                                L  9
   OPERATING CC-AY FEE OWNER-AY                                ORIGIN-HEL DEST-BKK
   SERVICE REMARKS-FA
   EXCESS BAGGAGE-1  PC RATE PER UNIT  THB                    0
   NON INTERLINEABLE

ADD INF/RKS:

FARE      F  THB          2150
EXCH VAL   THB          2150

TOTAL      THB          2150  BSR  42.84180000
FC BKK AY HEL1075 AY BKK1075THB2150END
FP CASH

```

>TTM/M2/RT

OK EMD

>RT

```

--- TST TSM RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  22OCT13/0904Z  3ZGHIC
 1.PATTINSON/ROBERT MR
 2  AY 090 Q 01MAR 6 BKKHEL HK1  0905 1515  01MAR  E  AY/3ZGHIC
 3  AY 089 Q 20MAR 4 HELBKK HK1  1640 0725  21MAR  E  AY/3ZGHIC
 4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 5 TK OK22OCT/BKKOK219W//ETAY
 6 /SSR RQST AY HK1 BKKHEL/27AN,P1/S2  SEE RTSTR
 7 /SSR RQST AY HK1 HELBKK/21AN,P1/S3  SEE RTSTR
 8 /SSR WEAP AY HK1 AIR RIFLE/S2
 9 /SSR WEAP AY HK1 AIR RIFLE/S3
10 FA PAX 105-4128470145/ETAY/THB40475/22OCT13/BKKOK219W/353033
   54/S2-3
11 FA PAX 105-1815017759/DTAY/THB2575/22OCT13/BKKOK219W/3530335
   4/E6-7
12 FA PAX 105-1815017760/DTAY/THB2150/22OCT13/BKKOK219W/3530335
   4/E8-9
13 FB PAX 2200001209 TTP/TTM/RT OK ETICKET/EMD ADVISE PSGR TO
   BRING FOID/PICT ID A/S2-3
14 FB PAX 2200001209 TTP/TTM/RT OK ETICKET/EMD ADVISE PSGR TO
   BRING FOID/PICT ID A/E6-7
15 FB PAX 2200001210 TTM/M2/RT OK EMD/E8-9
    
```

> IU AY HK1 PENF

```

--- TST TSM RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU  22OCT13/0908Z  3ZGHIC
 1.PATTINSON/ROBERT MR
 2  AY 090 Q 01MAR 6 BKKHEL HK1  0905 1515  01MAR  E  AY/3ZGHIC
 3  AY 089 Q 20MAR 4 HELBKK HK1  1640 0725  21MAR  E  AY/3ZGHIC
 4 SVC AY HK1 PENF
 5 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 6 TK OK22OCT/BKKOK219W//ETAY
 7 /SSR RQST AY HK1 BKKHEL/27AN,P1/S2  SEE RTSTR
 8 /SSR RQST AY HK1 HELBKK/21AN,P1/S3  SEE RTSTR
 9 /SSR WEAP AY HK1 AIR RIFLE/S2
10 /SSR WEAP AY HK1 AIR RIFLE/S3
    
```

>TMC/VAY/L4

```

TSM      3  TYPE P      BKKOK219W SR/22OCT 11      EMD-S CARR AY
 1.PATTINSON/ROBERT MR
RFIC-D/Q  FINANCIAL IMPACT
 1. RFISC-993 CHANGE FEE                                L      4
   OPERATING CC-AY
   NON REFUNDABLE
   NON EXCHANGEABLE
   CONSUMED AT ISSUANCE
    
```

ADD INF/RKS:

>TQM

M	P	R	NAME	TOTAL	FOP	ELEMENTS	T
1	.1	T	A/E PATTINSON/ROBE+	THB 2575	CASH	7-8	P
2	.1	T	D/U PATTINSON/ROBE+	THB 2150	CASH	9-10	P
3	.1		D/Q PATTINSON/ROBE+			4	P

DELETED TSM RECORDS MAY EXIST - PLEASE USE TMH

>TMI/M3/CV-3000/F3000/FP-CASH

TSM 3 TYPE P BKKOK219W SR/22OCT 11 EMD-S CARR AY
 1.PATTINSON/ROBERT MR
 RFIC-D/Q FINANCIAL IMPACT
 1. RFISC-993 CHANGE FEE L 4
 OPERATING CC-AY CPN VALUE-3000.00
 NON REFUNDABLE
 NON EXCHANGEABLE
 CONSUMED AT ISSUANCE

ADD INF/RKS:

FARE	F	THB	3000
EXCH VAL		THB	3000
TOTAL		THB	3000
FP	CASH		

>TMI/M3/ABKK/DAY

>TMI/M3/CR-CONTACT COUNTER 6

>TMI/M3/IC-TKT1054128470145

TSM 3 TYPE P BKKOK219W SR/22OCT 11 EMD-S CARR AY
 1.PATTINSON/ROBERT MR
 RFIC-D/Q FINANCIAL IMPACT
 1. RFISC-993 CHANGE FEE L 4
 OPERATING CC-AY CPN VALUE-3000.00
 PRESENT TO:AY
 PRESENT AT:BKK
 SERVICE REMARKS-CONTACT COUNTER 6
 ICW-1054128470145
 NON REFUNDABLE
 NON EXCHANGEABLE
 CONSUMED AT ISSUANCE

ADD INF/RKS:

FARE	F	THB	3000
EXCH VAL		THB	3000
TOTAL		THB	3000
FP	CASH		

>TTM/M3/RT

OK EMD

--- TST TSM RLR ---
 RP/BKKOK219W/BKKOK219W SR/SU 22OCT13/0926Z 3ZGHIC
 1.PATTINSON/ROBERT MR
 2 AY 090 Q 01MAR 6 BKKHEL HK1 0905 1515 01MAR E AY/3ZGHIC
 3 AY 089 Q 20MAR 4 HELBKK HK1 1640 0725 21MAR E AY/3ZGHIC
 4 SVC AY HK1 PENF
 5 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 6 TK OK22OCT/BKKOK219W//ETAY
 7 /SSR RQST AY HK1 BKKHEL/27AN,P1/S2 SEE RTSTR
 8 /SSR RQST AY HK1 HELBKK/21AN,P1/S3 SEE RTSTR
 9 /SSR WEAP AY HK1 AIR RIFLE/S2
 10 /SSR WEAP AY HK1 AIR RIFLE/S3
 11 FA PAX 105-4128470145/ETAY/THB40475/22OCT13/BKKOK219W/353033
 54/S2-3
 12 FA PAX 105-1815017759/DTAY/THB2575/22OCT13/BKKOK219W/3530335
 4/E7-8
 13 FA PAX 105-1815017760/DTAY/THB2150/22OCT13/BKKOK219W/3530335
 4/E9-10
 14 FA PAX 105-1815017761/DTAY/THB3000/22OCT13/BKKOK219W/3530335
 4/S4

15 FB PAX 2200001209 TTP/TTM/RT OK ETICKET/EMD ADVISE PSGR TO
BRING FOID/PICT ID A/S2-3

TJQ

AGY NO - 35303354	QUERY REPORT 22OCT	CURRENCY THB
OFFICE - BKKOK219W	SELECTION:	
AGENT - 6888SR		22 OCT 2013

SEQ NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	FEE	COMM	FP	PAX NAME	AS	RLOC	TRNC
000864	105	1815017758	3000		0	0	0	CA	SMITH/JO	SR	3YVDXL	CANX
000865	105	4128470145	40475	12375	0	0	0	CA	PATTINSO	SR	3ZGHIC	TKTT
000866	105	1815017759	2575		0	0	0	CA	PATTINSO	SR	3ZGHIC	EMDA
000867	105	1815017760	2150		0	0	0	CA	PATTINSO	SR	3ZGHIC	EMDA
000868	105	1815017761	3000		0	0	0	CA	PATTINSO	SR	3ZGHIC	EMDS

Scenario 4: Lounge

>IU 6X HK1 LOUS BKK/10MAR

RP/BKKOK219W/BKKOK219W SR/SU 24OCT13/0302Z 32J9UZ
 1.WALKER/PAUL MR
 2 /SVC 6X HK1 LOUS BKK 10MAR
 3 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 4 TK OK24OCT/BKKOK219W

>TMC/V6X/L2

TSM 1 TYPE P BKKOK219W SR/24OCT 11 EMD-S CARR 6X
 1.WALKER/PAUL MR
 RFIC-E/O AIRPORT SERVICES
 1. RFISC-E01 LOUNGE L 2
 OPERATING CC-6X ORIGIN-BKK
 NVA-10MAR14
 ADD INF/RKS:

>TMI/CV-2000/F2000

>TMI/FP-NR+CASH/1500

>TMI/FT-NRLU123

>TMI/NF-1000

>TMI/FM-500A

TSM 1 TYPE P BKKOK219W SR/24OCT 11 EMD-S CARR 6X
 1.WALKER/PAUL MR
 RFIC-E/O AIRPORT SERVICES
 1. RFISC-E01 LOUNGE L 2
 OPERATING CC-6X CPN VALUE-2000.00 ORIGIN-BKK
 NVA-10MAR14
 ADD INF/RKS:
 FARE F THB 2000
 EXCH VAL THB 2000
 TOTAL THB 2000
 NETFARE THB 1000
 FM *M*500A
 FP NR+CASH/1500

FT NRLU123

>TTM/RT

OK EMD

>RT

```

--- TSM ---
RP/BKKOK219W/BKKOK219W          SR/SU  24OCT13/0313Z  32J9UZ
 1.WALKER/PAUL MR
 2 /SVC 6X HK1 LOUS BKK 10MAR
 3 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 4 TK OK24OCT/BKKOK219W
 5 FA PAX 172-1815017771/DT6X/24OCT13/BKKOK219W/35303354/S2
 6 FB PAX 2400001248 TTM/RT OK EMD/S2
    
```

>EWD

```

EMD-1721815017771      TYPE-S          SYS-1A  LOC-32J9UZ
INT-                   FCI-1  1          POI-BKK      DOI-24OCT13      IOI-35303354
PAX- WALKER/PAUL MR                                     ADT
RFIC-E AIRPORT SERVICES
REMARKS-
CPN-1  RFISC-E01  6X BKK      S-O          VALUE-2000
DESCRIPTION-LOUNGE
PRESENT TO-
PRESENT AT-
SERVICE REMARKS-
FARE  F  THB          2000
EXCH VAL THB          2000      RFND VAL
TAX-
TOTAL      THB          2000
NETFARE    THB          1000
/FC
COMMISSION NEW
FP NR+CASH/THB1500
FT NRLU123
FOID-
NET REPORTING IT/BT
    
```

>TJQ

```

AGY NO - 35303354          QUERY REPORT 24OCT          CURRENCY THB
OFFICE - BKKOK219W        SELECTION:
AGENT  - 6888SR           24 OCT 2013
-----
SEQ NO A/L DOC NUMBER TOTAL DOC      TAX      FEE      COMM FP PAX NAME AS RLOC      TRNC
-----
000885 172 1815017771      1500      0        0        500 CA WALKER/P SR 32J9UZ EMDS
    
```

Scenario 5 : Group Deposit

>RT

```

--- RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU   3DEC13/1022Z   4FJ7IR
0. 19AMADEUS PTY  NM: 1
  2  AY 095 G 21FEB 5 HELBKK HN20 1830 0915  22FEB  E  AY/4FJ7IR
  3  AY 090 G 25FEB 1 BKKHEL HN20 0905 1515  10MAR  E  AY/4FJ7IR
  4  AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
  5  TK OK03DEC/BKKOK219W
  6  SSR GRPF YY GV20
    
```

>IU AY HK1 PYMT – GROUP X 20PAX

```

--- RLR ---
RP/BKKOK219W/BKKOK219W          SR/SU   3DEC13/1022Z   4FJ7IR
0. 19AMADEUS PTY  NM: 1
  2  AY 095 G 21FEB 5 HELBKK HN20 1830 0915  22FEB  E  AY/4FJ7IR
  3  AY 090 G 25FEB 1 BKKHEL HN20 0905 1515  10MAR  E  AY/4FJ7IR
  4  SVC QR HK1 PYMT-GROUP X 20PAX/P1
  5  AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
  6  TK OK03DEC/BKKOK219W
  7  SSR GRPF YY GV20
    
```

> TMC/VAY/L4

```

TSM      1  TYPE P      BKKOK219W SR/03DEC 11          EMD-S CARR QR
  1.WALKER/PAUL MR
RFIC-D/D  FINANCIAL IMPACT
  1. RFISC-997 DEPOSITS AND DOWNPAYMENTS                L    4
    OPERATING CC-QR
ADD INF/RKS:
    
```

> TMI/CV-102450/F102450 /FP-CASH

>TMI/H4FJ7IR TCP20 50PCT DEPOSIT DOT21FEB-10MAR SCTR BKKHELBKK

```

TSM      1  TYPE P      BKKOK219W SR/03DEC 11          EMD-S CARR QR
  1.WALKER/PAUL MR
RFIC-D/D  FINANCIAL IMPACT
  1. RFISC-997 DEPOSITS AND DOWNPAYMENTS                L    4
    OPERATING CC-QR                CPN VALUE-102450.00
ADD INF/RKS: 4FJ7IR TCP20 50PCT DEPOSIT DOT21FEB-25FEB SCTR BKKHELBKK

FARE      F  THB      102450
EXCH VAL  THB      102450

TOTAL     THB      102450
FP CASH
    
```

Scenario 6 : PNR FROM KLM

```

--- TST TSM RLR MSC RLP ---
RP/BKKOK280H/BKKOK280H          PM/SU 11DEC13/0755Z  YZZQV4
1.DENEGRI/FELIX MR
2  KL4991 U 15DEC 7 BKKAMS HK1      0205 0915  *1A/E*
   OPERATED BY CI0065 R
3  KL 743 U 15DEC 7 AMSLIM HK1      1225 1910  *1A/E*
4  KL 744 Q 07JAN 2 LIMAMS HK1      2115 1530+1 *1A/E*
5  KL 875 Q 08JAN 3 AMSBKK HK1      1725 1000+1 *1A/E*
6 AP BKK TBA - F.K. AVIATION CO., LTD. / SUKHUMVIT BR. - A
7 AP BKK +6626631431 - BOOK-IT CO., LTD. - A
8 AP BKK +6626631431 - BOOK-IT CO., LTD. - A
9 APE TOURISM@PERUTHAI.OR.TH
10 TK OK18OCT/BKKOK2184//ETKL
11 /SSR RQST KL HK1 AMSLIM/11DN,P1/S3  SEE RTSTR
12 /SSR RQST KL HK1 LIMAMS/11DN,P1/S4  SEE RTSTR
13 /SSR RQST KL HK1 AMSBKK/11CN,P1/S5  SEE RTSTR
14 SSR OTHS 1A OPERATED BY CI AIRCRAFT/CREW
15 SSR ADTK 1A TO KL BY 28SEP/1200Z OTHERWISE WILL BE XXL
16 SSR DOCS KL HK1 P/PER/D002045/PER/13JUN56/M/04JUN18/DENEGRI/
   FELIX/H
17 *SSR FQTV KL HK/ KL2100663584/0
18 OSI YY OIN TH01531
19 SK ADMD KL BEFORE 0513Z/12DEC13 OR CHARGEABLE SVCS WILL BE X
   XLD

```

>RTSTR

```

1.DENEGRI/FELIX
  KL0743 U 15DEC AMSLIM HK      11D  CHARGEABLE, PREF.SEAT, AI
SLE  ST/11D
  KL0744 Q 07JAN LIMAMS HK      11D  CHARGEABLE, PREF.SEAT, AI
SLE  ST/11D
  KL0875 Q 08JAN AMSBKK HK      11C  CHARGEABLE, PREF.SEAT, LE
G SPACE, AISLE  ST/11C
-----

```

```

>FXG
          auto quote for paid seat options
PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (THB)FARE      TAX          TOTAL
01 DENEGRI/FELIX M ADT
0B5 RQST  1 KL743  15DEC THB4440          THB4440
0B5 RQST  1 KL744  07JAN THB4440          THB4440
0B5 RQST  1 KL875  08JAN THB6655          THB6655

```

>EMD per sector

```

TSM  1  TYPE P      BKKKL0100 PM/11DEC 00 INT I EMD-A CARR KL
1.DENEGRI/FELIX MR
RFIC-A/V  AIR TRANSPORTATION
1. RFISC-0B5 PREFERRED SEAT
  L  11
  OPERATING CC-KL FEE OWNER-KL          ORIGI
N-AMS DEST-LIM
  SERVICE REMARKS-CHARACTERISTICS: O
  ICW-0744366556275E2
  NON REFUNDABLE
ADD INF/RKS:

FARE      F  THB          4440
EXCH VAL  THB          4440

TOTAL      THB          4440  BSR  44.35950000
FC  AMS KL LIM4440THB4440END
FP  CASH

```