

**Electronic Miscellaneous Document
Amadeus Airline Ancillary Services**

**MK Distribution Policy
Guidelines for Travel Agencies**

**Version 1.0
06 SEP 2013**

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INTRODUCTION

MK BSP Electronic Miscellaneous Document

To comply with IATA E-service for 100% Electronic Miscellaneous Document (EMD) in all BSP markets by 31st December 2013, MK plans to launch both EMD-A, EMD-S in all its main market by 31st October 2013, and will gradually be extending to rest of markets depending on market and system readiness

General Notes on MK BSP EMD Implementation

Both EMD-A and EMD-S will be rolled simultaneously on the BSP MARKETS. Note that services on MK can be either manually or automatically priced.

Markets have to be BSP certified with individual GDS before an airline can roll out EMD.

As long as EMD is implemented in a market, travel agents are recommended to issue EMD for services supported, despite VMPD/VMCO are valid in parallel. This will facilitate a smooth phase out of VMPD/VMCO in future.

EMD will be applicable for MK services only. It is not interlineable for the time being.

What is an 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 purpose such as Deposit.

An EMD allows you to sell and track the usage of charges.

The EMD will be the sole solution for all fees collected outside a ticket.

How to Create Chargeable Services?

To create a chargeable service, 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 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.

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.

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
D	Financial Impact
E	Airport Services
F	Merchandise
G	In flight Services

An EMD can have the same RFIC but different RFISCs

RFIC	RFISC	AIRIMP Code	Description
A	0B5		Exit seat
C	0AA	XBAG	Excess weight
C	0CC	ABAG	1 st additional bag
C	0CD	BBAG	2 nd additional bag
C	0IK	HBAG	Heavy bag
C	0I5	XBOV	Oversized baggage

What is the EMD Coupon Structure?

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).

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 or several passengers.

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 lounge access, 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 local office in case EMD-A needs to be reassociated to another ticket.

EMD STANDALONE (EMDS)

Characteristics of EMDS

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 rebooking fee.

The standalone EMD can consist of a single or multiple value coupons depending on airline background settings

The service is not related to a PNR flight segment

It can be issued in connection with individual e-ticket coupons or an e-ticket.

It can be consumed at issuance or used at different stages.

It has no interaction with the airline systems (reservation systems and DCSs).

List of Air Mauritius Standalone Services (EMDS)

	Description	RFIC	RFISC	Service Code	Service Type	SSR /SVC	RTG	NVA	ICW	RFND	EXC H	Cons. at Iss
1	Upgrade	A	OBJ	UPGR	EMDS	SVC	Y	O	M	Y	N	Y
2	Hotel Accomodation	B	OBO	HOTL	EMDS	SVC	N	O	O	Y	N	N
3	Tour Land Arrangements	B	OBP	LAND	EMDS	SVC	N	O	O	Y	N	N
4	Unspecified Transportation	D	98C	UNTR	EMDS	SVC	N	O	N	Y	N	N
5	Undercollection –Fares	D	999	UNDC	EMDS	SVC	Y	O	M	N	N	Y
6	Undercollection - Tax	D	998	TAXF	EMDS	SVC	Y	O	O	N	N	Y
7	Residual value	D	99I	RSVT	EMDS	SVC	N	O	O	Y	N	N
8	Deposit/Down payment	D	997	DEPO	EMDS	SVC	N	O	O	Y	N	N
9	Rebooking Fee - International	D	993	RFEE	EMDS	SVC	Y	O	M	N	N	Y

EXCH	Indicates if the EMD is exchangeable
RFND	Indicates if the EMD can be refunded
RTG	Routing Y: yes routing is mandatory N: routing is not mandatory N/A: not applicable Note: routing is automatically associated to the E-tkt at issuance.
ICW	In Connection with an e-ticket (ICW) Y: yes e-ticket number is required M: e-ticket number is not mandatory but optional. O: Optional Note: the e-ticket is automatically associated to the EMDA at issuance.
NVA	Not Valid After Y: Yes O: Optional
Cons. At Iss.	Consumed at Issuance Y: coupon status will be F at issuance N: Coupon status will be O at issuance

Example of an EMDS

98C UNTR- Unspecified Transportation

A. Service description and purpose

This EMD will be used for any other services not listed in this document and which will be allowed by the airline. Refer to airline policy for services allowed.

B. detailed EMD flow

1/ Initial PNR

RP/MRUMK0983/MRUMK0983	EF/SU	26AUG13/1106Z
1.LACROIX/CERISE MS		
2 AP MRU TBA - HELPDESK OFFICE - A		
3 TK OK26AUG/MRUMK0983		

2/ Booking

- IU to be used for EMDS
- Free flow text to be added if applicable
- Specific formatting to be detailed if applicable
- ...

IU MK HK1 UNTR

3/ Pricing

Create a manual TSM-P

TMC/VMK/L2

Update the TSM-P with those mandatory elements:

- Form of Payment
- Coupon value
- First issue indicator

And also those optional elements:

- Present To Air Mauritius
- Present At Mauritius

TMI/AMRU/DMK/CV-25000/FMUR25000/FP-CASH

TSM	1	TYPE P	MRUMK0983	EF/26AUG 11	EMD-S CARR MK
1.LACROIX/CERISE MS					
RFIC-D	FINANCIAL IMPACT				
1. RFISC-98C UNSPECIFIED TRANSPORTATION					
L	2				
OPERATING CC-MK			CPN VALUE-25000		
PRESENT TO:MK					
PRESENT AT:MRU					
CONSUMED AT ISSUANCE					
ADD INF/RKS:					
FARE	F	MUR	25000		
EXCH VAL		MUR	25000		
TOTAL		MUR	25000		
FP	CASH				

4/ Issuance

TTM

At issuance the coupon status will be opened for use (O)

5/ EMD display (EWD)

EMD-2394550000318	TYPE-S	SYS-1A	LOC-8T2OF3
INT- FCI-1 1	POI-MRU	DOI-26AUG13	IOI-00773986
PAX- LACROIX/CERISE MS			ADT
RFIC-D FINANCIAL IMPACT			
REMARKS-			
CPN-1 RFISC-98C MK	S-O	SAC- 239N2VOTONZCU	VALUE-25000
DESCRIPTION-UNSPECIFIED	TRANSPORTATION		
CONSUMED AT ISSUANCE			
PRESENT TO-MK			
PRESENT AT-MRU			
SERVICE REMARKS-			
FARE F MUR	25000		
EXCH VAL MUR	25000	RFND VAL	
TAX-			
TOTAL MUR	25000		
/FC			
FP CASH			
FOID-			

6/ Other Airline's specificities (if applicable)

Nil

7/ Service Change Rules

Refer to MK policy

EMD ASSOCIATED (EMDA)

Characteristics of EMDA

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.

The associated EMD can consist of a single or multiple value coupons that are directly linked to individual flight coupons.

Each EMD coupon that is associated to an e-ticket is referenced in the e-ticket record with the corresponding e-ticket coupon.

The carrier and the routing of the EMDA and the e-ticket coupons must match.
An EMDA can be automatically or manually associated or disassociated.

Only airline agents can manually associate and disassociate EMDAs.

The EMDA's final usage depends on the e-ticket coupon it is associated to, providing it does not become disassociated.

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 status 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 local offices 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

List of Air Mauritius Associated Services (EMDA)

	Description	RFIC	RFISC	Service Code	Service Type	SSR /SVC	RTGS	NVA	ICW	RFND	EXCH	Cons. at Iss
1	Oxygen	E	OB4	OXYG	EMDA	SSR	Y	O	M	Y	N	N
2	Stretcher	G	OB7	STCR	EMDA	SSR	Y	O	M	Y	N	N

Example of an EMDA service

OB4 OXYG – Oxygen - EMDA

A. Service description and purpose

This EMD will replace VMPD for purchase of oxygen

B. detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/MRUMK0983/MRUMK0983          DK/SU  29AUG13/1201Z  ZVLLNL
 1.SMITH/TOM MR
 2 MK 646 K 25JUN 3 MRUKUL HK1  1940    2040 0750+1 *1A/E*
 3 AP MRU TBA - HELPDESK OFFICE - A
 4 TK OK29AUG/MRUMK0983//ETMK
 5 SSR MEDA MK HK1 TEXT/FILL MKMEDIF  ALL DETAILS FOR AUTH  FIT
  TO TRVL FROM MK DOCTOR/S2
 6 FA PAX 239-2114020811/ETMK/MUR34789/29AUG13/MRUMK0983/007739
 86/S2
 7 FB PAX 2900002862 TTP/RT OK ETICKET/S2
 8 FE PAX VALID MK ONLY NON END/NON REF/NON RER/S2
 9 FP CASH
10 FV PAX MK/S2
    
```

2/ Booking

Create the service

SR OXYG-TEXT

```

--- TST RLR ---
RP/MRUMK0983/MRUMK0983          DK/SU  29AUG13/1201Z  ZVLLNL
 1.SMITH/TOM MR
 2 MK 646 K 25JUN 3 MRUKUL HK1  1940    2040 0750+1 *1A/E*
 3 AP MRU TBA - HELPDESK OFFICE - A
 4 TK OK29AUG/MRUMK0983//ETMK
 5 SSR MEDA MK HK1 TEXT/FILL MKMEDIF  ALL DETAILS FOR AUTH  FIT
  TO TRVL FROM MK DOCTOR/S2
 6 SSR OXYG MK KK1 1 KIT OF 2 LITRES/S2
 7 FA PAX 239-2114020811/ETMK/MUR34789/29AUG13/MRUMK0983/007739
 86/S2
    
```

3/ Pricing

Create a manual TSM-P

TMC/L6/VMK

Update, with those mandatory elements:

- Form of Payment
- Coupon value
- First issue indicator

And also those optional elements:

- Present To Air Mauritius
- Present At Mauritius
- coupon remark (CR-)

TMI/DMK/AMRU/FMUR10000/CV-10000/FP-CASH

TMI/CR-1 KIT OF 2 LITRES MUR 5000 EACH

TSM	7	TYPE P	MRUMK0983	DK/29AUG 11	EMD-A	CARR	MK
1.SMITH/TOM MR							
RFIC-E/G	AIRPORT SERVICES						
1. RFISC-OB4 OXYGEN							
OPERATING CC-MK			CPN VALUE-10000		ORIGIN-MRU DEST-KUL		
PRESENT TO:MK							
PRESENT AT:MRU							
SERVICE REMARKS-1 KIT OF 2 LITRES MUR 5000 EACH							
ADD INF/RKS:							
FARE	F	MUR	10000				
EXCH VAL		MUR	10000				
TOTAL		MUR	10000				
FP	CASH						

4/ Issuance

- TTM
- Since this service is associated EMD (EMDA), the EMD coupon will be open for use (O)and will follow the E-TKT process flow

--- TST TSM RLR ---							
RP/MRUMK0983/MRUMK0983	DK/SU			29AUG13/1232Z	ZVLLNL		
1.SMITH/TOM MR							
2	MK	646	K	25JUN	3	MRUKUL	HK1 1940 2040 0750+1 *1A/E*
3 AP MRU TBA - HELPDESK OFFICE - A							
4 TK OK29AUG/MRUMK0983//ETMK							
5 SSR OXYG MK HK1 1 KIT OF 2 LITRES/S2							
6	FA	PAX	239-2114020811/ETMK/MUR34789/29AUG13/MRUMK0983/007739	86/S2			
7	FA	PAX	239-4550000329/DTMK/MUR10000/29AUG13/MRUMK0983/007739	86/E5			
8 FB PAX 2900002862 TTP/RT OK ETICKET/S2							
9 FB PAX 2900002863 TTM/RT OK EMD/E5							
10 FE PAX VALID MK ONLY NON END/NON REF/NON RER/S2							

5/ EMD display (EWD)

```
EMD-2394550000329      TYPE-A      SYS-1A  LOC-ZVLLNL
INT-      FCI-1  1      POI-MRU      DOI-29AUG13      IOI-00773986
PAX- SMITH/TOM MR      ADT
RFIC-E  AIRPORT SERVICES
REMARKS-
CPN-1  RFISC-0B4  MK MRUKUL  S-O      VALUE-10000
DESCRIPTION-OXYGEN
PRESENT TO-MK
PRESENT AT-MRU
ICW-2392114020811C1      (A)
SERVICE REMARKS-1 KIT OF 2 LITRES MUR 5000 EACH
FARE  F      MUR      10000
EXCH VAL MUR      10000      RFND VAL
TAX-
TOTAL      MUR      10000
/FC
FP CASH
FOID-
```

6/ Other Airline's specificities (if applicable)

Service is non-exchangeable

7/ Service Change Rules

Refer to MK policy

Ancillary services

What is an airline ancillary service?

Ancillary Services is the Amadeus solution which allows **services to be automatically priced**.

Services eligible to Amadeus Airline Ancillary Services (AAAS) are marked with a "/" (slash) in front of the service line at booking time. Manual TSM-P management is then replaced by an automatic flow. Except this automatic pricing step, all other steps (booking, issuance, follow-up) stay unchanged.

Please note that AAAS is used with SSR and EMD-A in most of cases.

Ancillary Services are optional services that a passenger can purchase in connection with an airline ticket.

For Travel Agents, this will involve migrating from VMPD to AAAS for some services

This section describes the procedures for using Airline Ancillary Services.

List of Air Mauritius Ancillary Services (AAAS)

	Description	RFIC	RFISC	Service Code	Service Type	SSR /SVC	RTG	NVA	ICW	RFND	EXCH	Cons. at Iss
1	Exit seat	A	0B5		EMDA	SSR	Y	O	M	Y	N	N
2	Excess weight	C	0AA	XBAG	EMDA	SSR	Y	O	M	Y	N	N
3	1 st additional bag	C	0CC	ABAG	EMDA	SSR	Y	O	M	Y	N	N
4	2 nd additional bag	C	0CD	BBAG	EMDA	SSR	Y	O	M	Y	N	N
5	Heavy bag	C	0IK	HBAG	EMDA	SSR	Y	O	M	Y	N	N
6	Oversized baggage	C	0I5	XBOV	EMDA	SSR	Y	O	M	Y	N	N
7	Lounge access	E	0BX	LOUG	EMDA	SSR	Y	O	M	N	N	N

Examples of ancillary services

SERVICE 1: 0B5 (Exit Seat) – EMDA

A. Service description and purpose

Chargeable seats can be sold on all **MK operating** flights where the seats are marked as chargeable and can be selected from the seat map.

Only automated pricing can be performed and an EMD issued regardless of the fare rules of the ticket used for travel:

B. Detailed EMD flow

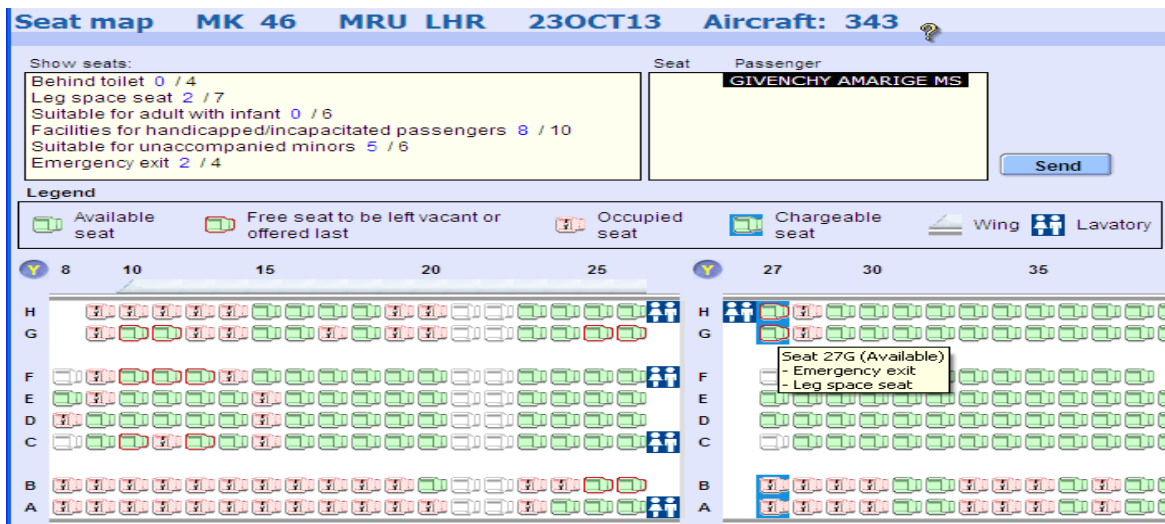
1/ Initial PNR

```

-- TST RLR ---
RP/MRUMK0983/MRUMK0983          EF/SU  15AUG13/0748Z  2NHWEX
 1.GIVENCHY/AMARIGE MS
 2 MK 046 L 23OCT 3 MRULHR HK1  0845    0945 1915  *1A/E*
 3 MK 057 V 06NOV 3 LHRMRU HK1    4    2000 1155+1 *1A/E*
 4 AP MRU TBA - HELPDESK OFFICE - A
 5 TK OK15AUG/MRUMK0983//ETMK
 6 FA PAX 239-2114020765/ETMK/MUR0/15AUG13/MRUMK0983/00773986
   /S2-3
 7 FB PAX 1500002662 TTP/RT OK ETICKET/S2-3
 8 FP CASH
 9 FV PAX MK/S2-3
    
```

2/ Booking

1. Display the seat map of the selected flight (SM2 for example)



Chargeable seats indicators



Chargeable seats indicator in graphic

Y CHARGEABLE indicator on cryptic mode

2. Select a seat (ST/27G in cryptic for example, double click on the seat on graphic)
 Note that in the cryptic seat mat, chargeable seats have the "Y" indicator, in graphic, they are highlighted in blue.

3/ Pricing

Price the chargeable services using the FXG entry

Pricing element 6 → FXG/L6 → SEAT SSR LINE NUMBER

4/ Issuance

TTM entry

The EMD status will follow the associated e-ticket (EMD-A)

5/ EMD display (EWD)

EMD-2394550000275	TYPE-A	SYS-1A	LOC-2NHWEX
INT-I	FCI-0 0	POI-MRU	DOI-15AUG13
PAX-	GIVENCHY/AMARIGE	MS	IOI-00773986
RFIC-A	AIR TRANSPORTATION		ADT
REMARKS-			
CPN-1	RFISC-0B5	MK MRULHR	S-O
DESCRIPTION-SEAT			
NON-REFUNDABLE			
NON-EXCHANGEABLE			
PRESENT TO-			
PRESENT AT-			
ICW-2392114020765C1		(A)	
SERVICE REMARKS-CHARACTERISTICS: E			
FARE	F	MUR	2000
EXCH VAL	MUR	2000	RFND VAL
TAX-			
TOTAL	MUR	2000	
/FC MRU MK LON2000MUR2000END			

6/ Other Airline's specificities (if applicable)

Nil

7/ Service Change Rules

Refer to MK policy

Entries for Baggage allowance

Service code	Description	Entry	Explanations
XBAG	Excess Baggage (kilogram)	SRXBAG-TTL7KG0PC	TTL: Total 7: number of excess
ABAG	1 st Chargeable Bag	SRABAG	
BBAG	2 nd Chargeable Bag	SRBBAG	
BBAG	3 rd Chargeable Bag	SRBBAGNN2	NN2: number of bags required
HBAG	Heavy Bag	SRHBAG	
XBOV	Oversize Baggage	SRXBOV	

SERVICE 2: XBAG – OAA (EXCESS BAGGAGE WEIGHT) - EMDA

A. Service description and purpose

This is an ancillary service to be used for the purchase of excess baggage on the weight concept, which is applicable on the Non-European routes.

B. detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/MRUMK0983/MRUMK0983          EF/SU  15AUG13/1122Z   2RR52X
  1.GREYSTROKE/RACHEL MS
  2  MK 647 T 16NOV 6 KULMRU HK1      M  1635 1937   *1A/E*
  3 AP MRU TBA - HELPDESK OFFICE - A
  4 TK OK15AUG/MRUMK0983//ETMK
    
```

2/ Booking

- SRXBAG-TTL10KG0PC/S2/P1

```

--- TST RLR ---
RP/MRUMK0983/MRUMK0983          EF/SU  15AUG13/1122Z   2RR52X
  1.GREYSTROKE/RACHEL MS
  2  MK 647 T 16NOV 6 KULMRU HK1      M  1635 1937   *1A/E*
  3 AP MRU TBA - HELPDESK OFFICE - A
  4 TK OK15AUG/MRUMK0983//ETMK
  5 /SSR XBAG MK HK1 TTL10KG0PC/S2
    
```

3/ Pricing

- Automated pricing: FXG/L5

4/ Issuance

- TTM
- Since this service is associated EMD (EMDA), the EMD coupon will be open for use (O)and will follow the E-TKT process flow

```
EMD-2394550000282 TYPE-A SYS-1A LOC-2RR52X
INT-I FCI-0 0 POI-MRU DOI-15AUG13 IOI-00773986
PAX- GREYSTROKE/RACHEL MS ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-0AA MK KULMRU S-O
DESCRIPTION-EXCESS WEIGHT
PRESENT TO-
PRESENT AT-
ICW-2392114020769C1 (A)
EXCESS BAGGAGE- 10 K RATE PER UNIT-MUR 0
SERVICE REMARKS-
FARE F MUR 2910 BR 9.700390000
EXCH VAL MUR 2910 RFND VAL
TAX-
TOTAL MUR 2910
/FC KUL MK MRU2910MUR2910END
FP CASH
FOID-
```

6/ Other Airline’s specificities (if applicable)

Business Class passenger: Refer to MK policy
Frequent Flyer passenger: Refer to MK policy

7/ Service Change Rules

Refer to MK policy

SERVICE 3: ABAG – OCC (1st additional Baggage Piece concept) -

A. Service description and purpose

This is an ancillary service to be used for the purchase of excess baggage on the piece concept, which is applicable on the European routes.

B. detailed EMD flow

1/ Initial PNR

Retrieve PNR - (E-TKT already issued)

```

--- TST RLR ---
RP/MRUMK0983/MRUMK0983          EF/SU 15AUG13/0927Z  2PSD5Y
 1.LA CROIX/GUY MR
 2 MK 034 L 25NOV 1 MRUCDG HK1  2135   2235 0735+1 *1A/E*
 3 MK 045 L 10DEC 2 CDGMRU HK1  1520 2E 1620 0700+1 *1A/E*
 4 AP MRU TBA - HELPDESK OFFICE - A
 5 TK OK15AUG/MRUMK0983//ETMK
 6 FA PAX 239-2114020766/ETMK/MUR0/15AUG13/MRUMK0983/00773986
   /S2-3
 7 FB PAX 1500002665 TTP/RT OK ETICKET/S2-3
 8 FE PAX MK/AF NONENDNONRERONREF/S2-3
 9 FP CASH
10 FV PAX MK/S2-3
    
```

2/ Booking

Add the chargeable services in the PNR
 - 1st additional chargeable bag

SRABAG/S2/P1

```

- TST RLR ---
RP/MRUMK0983/MRUMK0983          EF/SU 15AUG13/0927Z  2PSD5Y
 1.LA CROIX/GUY MR
 2 MK 034 L 25NOV 1 MRUCDG HK1  2135   2235 0735+1 *1A/E*
 3 MK 045 L 10DEC 2 CDGMRU HK1  1520 2E 1620 0700+1 *1A/E*
 4 AP MRU TBA - HELPDESK OFFICE - A
 5 TK OK15AUG/MRUMK0983//ETMK
 6 /SSR ABAG MK HK1/S2
    
```

3/ Pricing

- Automated pricing: FXG/L6

4/ Issuance

- TTM
- Since this service is associated EMD (EMDA), the EMD coupon will be open for use (O) and will follow the E-TKT process flow

```

-- TST TSM RLR ---
RP/MRUMK0983/MRUMK0983          EF/SU  15AUG13/0942Z  2PSD5Y
 1.LA CROIX/GUY MR
 2 MK 034 L 25NOV 1 MRUCDG HK1  2135    2235 0735+1 *1A/E*
 3 MK 045 L 10DEC 2 CDGMRU HK1  1520 2E 1620 0700+1 *1A/E*
 4 AP MRU TBA - HELPDESK OFFICE - A
 5 TK OK15AUG/MRUMK0983//ETMK
 6 /SSR ABAG MK HK1/S2
 7 OPW-14AUG:1500/1C14/MK REQUIRES DOCUMENT ON OR BEFORE
    15AUG:1500/E6-7
 8 OPC-15AUG:1500/1C16/MK CANCELLATION DUE TO NO DOCUMENT/E6-7
 9 FA PAX 239-2114020766/ETMK/MUR0/15AUG13/MRUMK0983/00773986
    /S2-3
10 FA PAX 239-4550000277/DTMK/MUR3125/15AUG13/MRUMK0983/0077398
    6/E6
    
```

5/ EMD display (EWD)

```

EMD-2394550000277      TYPE-A          SYS-1A  LOC-2PSD5Y
INT-I                   FCI-0  0      POI-MRU          DOI-15AUG13      IOI-00773986
PAX- LA CROIX/GUY MR                                ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0CC  MK MRUCDG  S-O
DESCRIPTION-FIRST ADDITIONAL BAG
PRESENT TO-
PRESENT AT-
ICW-2392114020766C1          (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-MUR          0
SERVICE REMARKS-B1
FARE  F      MUR          3125
                                BR  31.25000000
EXCH VAL MUR          3125      RFND VAL
TAX-
TOTAL      MUR          3125
/FC MRU MK PAR3125MUR3125END
FP CASH
FOID-
    
```

6/ Other Airline’s specificities (if applicable)

This service is non-exchangeable
 Business Class passenger: Refer to MK policy
 Frequent Flyer passenger: Refer to MK policy

7/ Service Change Rules

Refer to MK policy

SERVICE 4: BBAG – OCD (2nd additional Baggage Piece concept) -

A. Service description and purpose

This is an ancillary service to be used for the purchase of 2 pieces of baggage as excess baggage piece concept, which is applicable on the European routes.

B. detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/MRUMK0983/MRUMK0983          DK/SU  29AUG13/0836Z  ZVLLNL
1.SMITH/TOM MR
2  MK 046 K 21JUN 6 MRULHR HK1  0845   0945 1915   *1A/E*
3 AP MRU TBA - HELPDESK OFFICE - A
4 TK OK29AUG/MRUMK0983//ETMK
5 FA PAX 239-2114020808/ETMK/MUR41898/29AUG13/MRUMK0983/007739
   86/S2
6 FB PAX 2900002844 TTP/RT OK ETICKET/S2
7 FP CASH
8 FV PAX MK/S2
    
```

2/ Booking

1. Add the 1st and 2nd chargeable bag in the PNR

- **SR ABAG/P1/S2**
- **SR BBAG/P1/S2**

```

-- TST RLR ---
RP/MRUMK0983/MRUMK0983          DK/SU  29AUG13/0835Z  ZVLLNL
1.SMITH/TOM MR
2  MK 046 K 21JUN 6 MRULHR HK1  0845   0945 1915   *1A/E*
3 AP MRU TBA - HELPDESK OFFICE - A
4 TK OK29AUG/MRUMK0983//ETMK
5 /SSR ABAG MK HK1/S2
6 /SSR BBAG MK HK1/S2
    
```

3/ Pricing

- Automated pricing: FXG/L6

4/ Issuance

- TTM
- Since this service is associated EMD (EMDA), the EMD coupon will be open for use (O)and will follow the E-TKT process flow

```

--- TST TSM RLR ---
RP/MRUMK0983/MRUMK0983          DK/SU  29AUG13/0846Z  ZVLLNL
1.SMITH/TOM MR
2  MK 046 K 21JUN 6 MRULHR HK1  0845   0945 1915   *1A/E*
3 AP MRU TBA - HELPDESK OFFICE - A
4 TK OK29AUG/MRUMK0983//ETMK
5 /SSR ABAG MK HK1/S2
6 /SSR BBAG MK HK1/S2
7 OPW-28AUG:1400/1C14/MK REQUIRES DOCUMENT ON OR BEFORE
    
```

29AUG:1400/E5-6
 8 OPC-29AUG:1400/1C16/MK CANCELLATION DUE TO NO DOCUMENT/E5-6
 9 FA PAX 239-2114020808/ETMK/MUR41898/29AUG13/MRUMK0983/00773986/S2
 10 FA PAX 239-4550000323/DTMK/MUR3115/29AUG13/MRUMK0983/00773986/E5
 11 FA PAX 239-4550000324/DTMK/MUR6230/29AUG13/MRUMK0983/00773986/E6
 12 FB PAX 2900002844 TTP/RT OK ETICKET/S2
 13 FB PAX 2900002845 TTM/RT OK EMD/E5
 14 FB PAX 2900002845 TTM/RT OK EMD/E6

5/ EMD display (EWD)

```

EMD-2394550000324      TYPE-A      SYS-1A  LOC-ZVLLNL
INT-I      FCI-0  0      POI-MRU      DOI-29AUG13      IOI-00773986
PAX- SMITH/TOM MR      ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0CD  MK MRULHR  S-O
DESCRIPTION-SECOND ADDITIONAL BAG
PRESENT TO-
PRESENT AT-
ICW-2392114020808C1      (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-MUR      0
SERVICE REMARKS-B2
FARE  F      MUR      6230
BR      31.15000000
EXCH VAL MUR      6230      RFND VAL
TAX-
TOTAL      MUR      6230
/FC MRU MK LON6230MUR6230END
FP CASH
FOID-
    
```

6/ Other Airline’s specificities (if applicable)

Note: For 3rd and a subsequent additional bag, the entry is SR BBAG NNx/P1/S2

Example passenger holding 4 pieces of baggage

1st bag: free of charge

2nd bag: SRABAG

3rd and 4th bags: SRBBAGnn2

- This service is non-exchangeable
- Business Class passenger : Refer to MK policy
- Frequent Flyer passenger: Refer to MK policy

7/ Service Change Rules

Refer to MK policy

SERVICE 5: HBAG – 0IK (Heavy baggage)

A. Service description and purpose

This is an ancillary service to be used for the purchase of heavy baggage exceeding 23kg on the piece concept, which is applicable on the European routes.

B. detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/MRUMK0983/MRUMK0983          DK/SU  29AUG13/0854Z  ZVLLNL
1.SMITH/TOM MR
2  MK 034 K 24JUN 2 MRUCDG HK1  2135    2235 0835+1 *1A/E*
3 AP MRU TBA - HELPDESK OFFICE - A
4 TK OK29AUG/MRUMK0983//ETMK
5 FA PAX 239-2114020809/ETMK/MUR46995/29AUG13/MRUMK0983/007739
   86/S2
6 FB PAX 2900002850 TTP/RT OK ETICKET/S2
7 FE PAX NONEND/NO REROUTE/NONREFVALID ON AF/MK ONLY/S2
8 FP CASH
    
```

2/ Booking

1. Add the chargeable service for heavy bag

SRHBAG/S2/P1

```

--- TST RLR ---
RP/MRUMK0983/MRUMK0983          DK/SU  29AUG13/0855Z  ZVLLNL
1.SMITH/TOM MR
2  MK 034 K 24JUN 2 MRUCDG HK1  2135    2235 0835+1 *1A/E*
3 AP MRU TBA - HELPDESK OFFICE - A
4 TK OK29AUG/MRUMK0983//ETMK
5 /SSR HBAG MK HK1/S2
    
```

3/ Pricing

- Automated pricing: FXG/L5

4/ Issuance

- TTM
- Since this service is associated EMD (EMDA), the EMD coupon will be open for use (O)and will follow the E-TKT process flow

```

--- TST TSM RLR ---
RP/MRUMK0983/MRUMK0983          DK/SU  29AUG13/0857Z  ZVLLNL
1.SMITH/TOM MR
2  MK 034 K 24JUN 2 MRUCDG HK1  2135    2235 0835+1 *1A/E*
3 AP MRU TBA - HELPDESK OFFICE - A
4 TK OK29AUG/MRUMK0983//ETMK
5 /SSR HBAG MK HK1/S2
6 OPW-28AUG:1400/1C14/MK REQUIRES DOCUMENT ON OR BEFORE
   29AUG:1400/E5
7 OPC-29AUG:1400/1C16/MK CANCELLATION DUE TO NO DOCUMENT/E5
8 FA PAX 239-2114020809/ETMK/MUR46995/29AUG13/MRUMK0983/007739
   86/S2
    
```



```
9 FA PAX 239-4550000325/DTMK/MUR3115/29AUG13/MRUMK0983/0077398
6/E5
10 FB PAX 2900002850 TTP/RT OK ETICKET/S2
11 FB PAX 2900002851 TTM/RT OK EMD/E5
12 FE PAX NONEND/NO REROUTE/NONREFVALID ON AF/MK ONLY/S2
13 FP CASH
14 FV PAX MK/S2
```

5/ EMD display (EWD)

```
EMD-2394550000325      TYPE-A      SYS-1A  LOC-ZVLLNL
INT-I      FCI-0  0      POI-MRU      DOI-29AUG13      IOI-00773986
PAX- SMITH/TOM MR      ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0IK  MK MRUCDG  S-O
DESCRIPTION-DC SOLD HEAVY BAG
PRESENT TO-
PRESENT AT-
ICW-2392114020809C1      (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-MUR      0
SERVICE REMARKS-X8
FARE  F      MUR      3115
EXCH VAL MUR      3115      RFND VAL      BR      31.15000000
TAX-
TOTAL      MUR      3115
/FC MRU MK PAR3115MUR3115END
FP CASH
FOID-
```

6/ Other Airline’s specificities (if applicable)

- This service is non-exchangeable
- Business Class passenger: Refer to MK policy
- Frequent Flyer passenger: Refer to MK policy

7/ Service Change Rules

Refer to MK policy

SERVICE 6: XBOV – 0I5 (Oversize Baggage)

A. Service description and purpose

This is an ancillary service to be used for the purchase of oversize baggage between 158 to 300 cms applicable on Non-European routes.

B. detailed EMD flow

1/ Initial PNR

```

--- TST RLR ---
RP/MRUMK0983/MRUMK0983          DK/SU  29AUG13/0913Z  ZVLLNL
 1. SMITH/TOM MR
 2  MK 646 K 25JUN 3 MRUKUL HK1  1940    2040 0750+1 *1A/E*
 3  AP MRU TBA - HELPDESK OFFICE - A
 4  TK OK29AUG/MRUMK0983//ETMK
 5  FA PAX 239-2114020810/ETMK/MUR34789/29AUG13/MRUMK0983/007739
    86/S2
 6  FB PAX 2900002853 TTP/RT OK ETICKET/S2
 7  FE PAX VALID MK ONLY NON END/NON REF/NON RER/S2
 8  FP CASH
 9  FV PAX MK/S2
    
```

2/ Booking

1. Add the chargeable service for oversize bag

- **SRXBOV/S2/P1**

```

--- TST RLR ---
RP/MRUMK0983/MRUMK0983          DK/SU  29AUG13/0914Z  ZVLLNL
 1. SMITH/TOM MR
 2  MK 646 K 25JUN 3 MRUKUL HK1  1940    2040 0750+1 *1A/E*
 3  AP MRU TBA - HELPDESK OFFICE - A
 4  TK OK29AUG/MRUMK0983//ETMK
 5  /SSR XBOV MK HK1/S2
 6  OPW-28AUG:1500/1C14/MK REQUIRES DOCUMENT ON OR BEFORE
    29AUG:1500/E5
 7  OPC-29AUG:1500/1C16/MK CANCELLATION DUE TO NO DOCUMENT/E5
 8  FA PAX 239-2114020810/ETMK/MUR34789/29AUG13/MRUMK0983/007739
    86/S2
 9  FB PAX 2900002853 TTP/RT OK ETICKET/S2
10  FE PAX VALID MK ONLY NON END/NON REF/NON RER/S2
11  FP CASH
12  FV PAX MK/S2
    
```

3/ Pricing

- Automated pricing: FXG/L5

4/ Issuance

- TTM
- Since this service is associated EMD (EMDA), the EMD coupon will be open for use (O)and will follow the E-TKT process flow

```

--- TST TSM RLR ---
RP/MRUMK0983/MRUMK0983          DK/SU  29AUG13/0915Z  ZVLLNL
 1. SMITH/TOM MR
 2  MK 646 K 25JUN 3 MRUKUL HK1  1940    2040 0750+1 *1A/E*
 3  AP MRU TBA - HELPDESK OFFICE - A
 4  TK OK29AUG/MRUMK0983//ETMK
 5  /SSR XBOV MK HK1/S2
 6  OPW-28AUG:1500/1C14/MK REQUIRES DOCUMENT ON OR BEFORE
    29AUG:1500/E5
 7  OPC-29AUG:1500/1C16/MK CANCELLATION DUE TO NO DOCUMENT/E5
 8  FA PAX 239-2114020810/ETMK/MUR34789/29AUG13/MRUMK0983/007739
    86/S2
 9  FA PAX 239-4550000326/DTMK/MUR12456/29AUG13/MRUMK0983/007739
    86/E5
10  FB PAX 2900002853 TTP/RT OK ETICKET/S2
11  FB PAX 2900002854 TTM/RT OK EMD/E5
12  FE PAX VALID MK ONLY NON END/NON REF/NON RER/S2
13  FP CASH
    
```

5/ EMD display (EWD)

```

EMD-2394550000326          TYPE-A          SYS-1A  LOC-ZVLLNL
INT-I          FCI-0  0          POI-MRU          DOI-29AUG13          IOI-00773986
PAX- SMITH/TOM MR          ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0I5  MK MRUKUL  S-O
DESCRIPTION-OVERSIZED BAGGAGE
PRESENT TO-
PRESENT AT-
ICW-2392114020810C1          (A)
EXCESS BAGGAGE-  1 N RATE PER UNIT-MUR          0
SERVICE REMARKS-3B
FARE  F  MUR          12456          BR  41.52000000
EXCH VAL MUR          12456          RFND VAL
TAX-
TOTAL  MUR          12456
/FC MRU MK KUL12456MUR12456END
FP CASH
FOID-
    
```

6/ Other Airline’s specificities (if applicable)

N/A

7/ Service Change Rules

Refer to MK policy

SERVICE 7: LOUG - OBX (Lounge Access) - EMDA

A. Service description and purpose

This is an ancillary service to be used for the purchase of access to Lounge Facilities in Mauritius.

B. detailed EMD flow

1/ Initial PNR

```
--- TST RLR ---  
RP/MRUMK0983/MRUMK0983          DK/SU 29AUG13/0918Z  ZVLLNL  
1.SMITH/TOM MR  
2 MK 646 K 25JUN 3 MRUKUL HK1 1940 2040 0750+1 *1A/E*  
3 AP MRU TBA - HELPDESK OFFICE - A  
4 TK OK29AUG/MRUMK0983//ETMK  
5 FA PAX 239-2114020810/ETMK/MUR34789/29AUG13/MRUMK0983/007739  
86/S2  
6 FB PAX 2900002853 TTP/RT OK ETICKET/S2  
7 FE PAX VALID MK ONLY NON END/NON REF/NON RER/S2  
8 FP CASH  
9 FV PAX MK/S2
```

2/ Booking

Add the chargeable service for lounge access

- **SR LOUG/P1/S2**

```
--- TST RLR ---  
RP/MRUMK0983/MRUMK0983          DK/SU 29AUG13/0920Z  ZVLLNL  
1.SMITH/TOM MR  
2 MK 646 K 25JUN 3 MRUKUL HK1 1940 2040 0750+1 *1A/E*  
3 AP MRU TBA - HELPDESK OFFICE - A  
4 TK OK29AUG/MRUMK0983//ETMK  
5 /SSR LOUG MK HK1/S2  
6 OPW-28AUG:1500/1C14/MK REQUIRES DOCUMENT ON OR BEFORE  
29AUG:1500/E5  
7 OPC-29AUG:1500/1C16/MK CANCELLATION DUE TO NO DOCUMENT/E5  
8 FA PAX 239-2114020810/ETMK/MUR34789/29AUG13/MRUMK0983/007739  
86/S2  
9 FB PAX 2900002853 TTP/RT OK ETICKET/S2  
10 FE PAX VALID MK ONLY NON END/NON REF/NON RER/S2  
11 FP CASH  
12 FV PAX MK/S2
```

3/ Pricing

- Automated pricing: FXG/L5

4/ Issuance

- TTM

- Since this service is associated EMD (EMDA), the EMD coupon will be open for use (O) and will follow the E-TKT process flow

```

--- TST TSM RLR ---
RP/MRUMK0983/MRUMK0983          DK/SU  29AUG13/0922Z  ZVLLNL
 1. SMITH/TOM MR
 2  MK 646 K 25JUN 3 MRUKUL HK1  1940    2040 0750+1 *1A/E*
 3  AP MRU TBA - HELPDESK OFFICE - A
 4  TK OK29AUG/MRUMK0983//ETMK
 5  /SSR LOUG MK HK1/S2
 6  OPW-28AUG:1500/1C14/MK REQUIRES DOCUMENT ON OR BEFORE
    29AUG:1500/E5
 7  OPC-29AUG:1500/1C16/MK CANCELLATION DUE TO NO DOCUMENT/E5
 8  FA PAX 239-2114020810/ETMK/MUR34789/29AUG13/MRUMK0983/007739
    86/S2
 9  FA PAX 239-4550000327/DTMK/MUR1500/29AUG13/MRUMK0983/0077398
    6/E5
10  FB PAX 2900002853 TTP/RT OK ETICKET/S2
11  FB PAX 2900002856 TTM/RT OK EMD/E5
12  FE PAX VALID MK ONLY NON END/NON REF/NON RER/S2
13  FP CASH
14  FV PAX MK/S2
    
```

5/ EMD display (EWD)

```

EMD-2394550000327      TYPE-A          SYS-1A  LOC-ZVLLNL
INT-I                  FCI-0  0          POI-MRU      DOI-29AUG13      IOI-00773986
PAX- SMITH/TOM MR                                ADT
RFIC-E  AIRPORT SERVICES
REMARKS-
CPN-1  RFISC-0BX  MK MRUKUL  S-O
DESCRIPTION-LOUNGE ACCESS
NON-REFUNDABLE
NON-EXCHANGEABLE
PRESENT TO-
PRESENT AT-
ICW-2392114020810C1          (A)
SERVICE REMARKS-
FARE  F  MUR          1500
EXCH VAL MUR          1500      RFND VAL
TAX-
TOTAL      MUR          1500
/FC MRU MK KUL1500MUR1500END
FP CASH
FOID-
    
```

6/ Other Airline's specificities (if applicable)

N/A

7/ Service Change Rules

Refer to MK policy

AMADEUS TICKET CHANGER

For markets where Amadeus Ticket Changer (ATC) has been deployed

Process: Normal ATC process apply

	Description	RFIC	RFIS C	Service Code	Service Type	SSR /SVC	R T G	N V A	ICW	RFN D	EXC H	Cons .at Iss
1	Refundable balance	D	996	RSVR	EMDS	SVC	N	N	O	Y	Y	N
2	Penalty fee	D	98F	PENF	EMDS	SVC	N	N	O	N	N	Y
3	Non – Refundable balance	D	98E	NRFA	EMDS	SVC	N	N	O	Y	Y	Y

EMD SALES CANCELLATION

1. Display the query report
TJQ

AGY NO - 00773986	QUERY REPORT 29AUG	CURRENCY MUR											
OFFICE - MRUMK0983	SELECTION:												
AGENT - 7203DK		29 AUG 2013											

SEQ NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	FEE	COMM	FP	PAX	NAME	AS	RLOC	TRNC

002111	239	4550000322		500	0	0	0	CA	SMITH/TO	DK	ZVLLNL	EMDA	

- 2.Void the document
TRDC/2111

Display of Query Report after void

AGY NO - 00773986	QUERY REPORT 29AUG	CURRENCY MUR											
OFFICE - MRUMK0983	SELECTION:												
AGENT - 7203DK		29 AUG 2013											

SEQ NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	FEE	COMM	FP	PAX	NAME	AS	RLOC	TRNC

002111	239	4550000322		500	0	0	0	CA	SMITH/TO	DK	ZVLLNL	CANX	

After voiding the EMD status will be "V"

EMD-2394550000322	TYPE-A	SYS-1A	LOC-ZVLLNL
INT-I	FCI-0 0	POI-MRU	DOI-29AUG13
PAX- SMITH/TOM MR			IOI-00773986
RFIC-C BAGGAGE			ADT
REMARKS-			
CPN-1	RFISC-OAA	MK MRURUN	S-V
	DESCRIPTION-EXCESS WEIGHT	SAC-	239N3Y3LKY7K2
	PRESENT TO-		

```
PRESENT AT-  
ICW-2392114020807C1 (D)  
EXCESS BAGGAGE- 10 K RATE PER UNIT-MUR 0  
SERVICE REMARKS-  
FARE F MUR 500  
EXCH VAL MUR 500 RFND VAL  
TAX-  
TOTAL MUR 500  
/FC MRU MK RUN500MUR500END  
FP CASH  
FOID-
```

EMD REFUND

- You can refund EMDs in the same way as e-tickets. You can process an EMD refund:
 - From the query report by entering the sequence number
 - From the PNR by entering the line number of the FA/FHD element that contains the EMD document number
 - By entering the EMD document number
- You can refund EMDs that have been confirmed in the sales report. If a sale has not yet been confirmed, you must cancel it instead.
- You can refund totally unused EMDs or EMDs that have been partially used.
- You can refund all EMD coupons that have the status **O** for Open for Use or **A** for Airport Control. You must refund all the remaining coupons of the EMD with the status **O** or **A**; you cannot refund individual ones.

Note: An EMD that has been issued by an airline may not be displayable by a travel agent and follow-up transactions such as reissues/exchanges and refunds may not be allowed.

When the EMD refund is processed, the airline returns a Settlement Authorization Code (**SAC**), which is stored in the EMD record:

OK EMD RECORD UPDATED SAC- 2390001MTTXXN
OK - REFUND PROCESSED

Note: When an e-ticket is reissued or refunded, the unused coupons of an associated EMD (**EMD-A**) are automatically disassociated.

In the PNR, the EMD indicator **D** in the **FA** element is updated from **T** for Ticketed to **R** for Refunded:

9 FA PAX 239-4550001019/DRMK/MUR1000/29MAY12/MRUMK0111/0077398
6/E6

The sales reports are updated with the refund transaction. In the query report the transaction type code is changed from EMD-A for associated EMDs or EMD-S for standalone EMDs to RFND for refunded:

AGY NO - 00773986	QUERY REPORT 22JUN	CURRENCY MUR
OFFICE - MRUMK0111	SELECTION:	
AGENT - 0001AA		22 JUN 2012

SEQ NO	A/L DOC NUMBER	TOTAL DOC TAX FEE COMM FP PAX NAME AS RLOC TRNC

000170	239 4550001045	2500 0 0 0 CA MASCARA/ AA 5V5JYM CANX
000171	239 4550001019	-1000 0 0 0 CA TSONGA/J AA 5RAGDQ RFND

Here is a list of entries that you can use when refunding EMDs:

Entry	DESCRIPTION
TRF239-4550001042/EMD	Initiates a refund (Displays the refund record without processing the refund) by specifying the EMD document number (three digit airline code and ten digit document number:
TRF/L7	Initiates a refund (Displays the refund record without processing the refund) by specifying the EMD FA/FHD element line number from PNR
TRF/I-000145	Initiates a refund (Displays the refund record without processing the refund) by specifying the sequence number of the item from the query report.
TRF	Redisplay the refund record you are working with.
TRFT	Display the refundable taxes from the refund record
TRFU/	The entry you use to update a field in the refund record. It must be followed by additional options that specify which field and the value.
TRFP	Process the refund record and print the refund document.
TRFIG	Ignore the refund record without processing

Following are the steps to refund an EMD

1. Display the EMD record to verify the status of the coupons,

EMD-2394550001018	TYPE-S	SYS-1A	LOC-5Q9KW7
INT-	FCI-1 1	POI-MRU	DOI-29MAY12
PAX-	CHAUVIN/FREDERIC MR		IOI-00773986
RFIC-D	FINANCIAL IMPACT		ADT
REMARKS-			
CPN-1	RFISC-997 MK MRU	<input type="checkbox"/> S- <input type="checkbox"/> O	VALUE-25000
DESCRIPTION-DEPOSIT/DOWN PAYMENT			
PRESENT TO-AIR MAURITIUS			
PRESENT AT-MAURITIUS			
SERVICE REMARKS-			
FARE	F MUR	25000	
EXCH VAL	MUR	25000	RFND VAL
TAX-			
TOTAL	MUR	25000	
/FC			
FP CASH			
FOID-			

2. Display the refund record for an EMD, enter: **TRF239-4550001018/EMD**

REFUND RECORD	AGT-00773986 AA/22JUN12 F TKT-Y		
NM NAME	CHAUVIN/FREDERIC MR		
I ISSUED	29MAY12		
D1 DOCUMENT	239 4550001018 3 CPNS 1000		
F FARE PAID	MUR	25000	
U FARE USED		0	
	FARE REFUND	25000	
XT TAX REFUND		0	>TRFT
	REFUND TOTAL	25000	
FP1 CASH		25000	

3. To process the EMD refund, enter: TRFP

OK EMD RECORD UPDATED SAC- 2390000ZIBCE2
OK - REFUND PROCESSED

4. To verify the status of the EMD refunded coupons,
Enter: EWD/EMD239-4550001018

EMD-2394550001018	TYPE-S	SYS-1A	LOC-5Q9KW7
INT- FCI-1 1	POI-MRU	DOI-29MAY12	IOI-00773986
PAX- CHAUVIN/FREDERIC MR			ADT
RFIC-D FINANCIAL IMPACT			
REMARKS-			
CPN-1 RFISC-997 MK MRU	S-R	SAC- 2390000ZIBCE2	VALUE-25000
DESCRIPTION-DEPOSIT/DOWN PAYMENT			
PRESENT TO-AIR MAURITIUS			
PRESENT AT-MAURITIUS			
SERVICE REMARKS-			
FARE F MUR	25000		
EXCH VAL MUR	25000	RFND VAL	
TAX-			
TOTAL MUR	25000		
/FC			
FP CASH			
FOID-			

To display Query Report for refunded documents, **enter: TJQ/QTC-RFND**

AGY NO - 00773986	QUERY REPORT 22JUN	CURRENCY MUR
OFFICE - MRUMK0111	SELECTION:	
AGENT - 0001AA	TC-RFND	22 JUN 2012

SEQ NO	A/L DOC NUMBER	TOTAL DOC
	TAX	FEE
	COMM	FP PAX NAME AS RLOC
	TRNC	
000171	239 4550001019	-1000
	0	0
	0 CA	TSONGA/J AA 5RAGDQ
000172	239 4550001018	-25000
	0	0
	0 CA	CHAUVIN/ AA 5Q9KW7

EMD EXCHANGE (REISSUE)

Exchange is not allowed

List of EMD entries

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

List of AAAS entries

FXG	Confirmed service automatic pricing
FXH	Informative service automatic pricing
FXK	Ancillary Services catalog display
SM, ST13C	Seatmap display, Seats booking (seat ref)