



## Sales Strategy

## Urgent Bulletin

استراتيجية المبيعات

نشرة عاجلة

## Electronic Miscellaneous Document (EMD) Services for GDSs

Date: 01DEC2011

Reference: 201112011

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## Distribution List / قائمة التوزيع

GDSs Travel Service Providers

For information: All Sales Manager &amp; GMs

As per the IATA mandate to replace all accountable paper miscellaneous documents and vMPD with Electronic Miscellaneous Documents (EMDs) and achieve 100% usage of EMDs in BSPs by the end of 2013, SV is currently implementing EMD services for Travel Service Providers market by market and GDS by GDS starting with Saudi Arabia and with EMD certified GDSs. SV has authorized all BSP travel agents in Saudi Arabia to issue EMDs on its flights for the following services **only**:

Reason for Issuance Code	Reason For Issuance Sub-Code	EMD Type	RFISC Description	SVC Code	Purpose	Void/Refund /Reissue Allowed
D	NSH	S	NO SHOW PENALTY	NSHW	To collect the no-show penalty fee for suspended coupons.	No
D	PNF	S	PENALTY FEE	PENF	To collect the revalidation and reissue penalty fee for SV fares.	No
D	SND	S	SUNDRY CHARGES	SUND	To collect the reissue penalty fee for IATA fares.	No

- The applicable penalty fee (if any) for rebooking/class change/rerouting/no-show will be calculated as per the fare rules.
- For class change and rerouting services:
  - When there is a residual value to the customer, please refund the original ticket, collect the applicable refund fee as per the SV fare rules and issue a new ticket instead.
  - When the value of the new ticket is higher than that of the original ticket, please reissue the original ticket and collect the applicable reissue fee as per the SV fare rules. The fare difference will be collected as an additional collection in the new ticket.
- NSHW, PENF and SUND EMDs when issued will have the "Non Refundable", "Non-Exchangeable" and "Consumed at Issuance" flags set, so void, reissue and refund of those EMDs will not be allowed.
- Routing information (origin and destination) is mandatory for the NSHW EMD.

Please refer to the following guidelines for EMD issuance:

- The above EMD services must be requested in the PNR using the SVC service code shown in the above table.
- Travel Service Providers will be able to display EMD issued by them only.
- SV regards a party of nine or more passengers as a group. SV will only accept EMDs for a group of passengers where each passenger has a separate name and a separate EMD is issued for each passenger. The maximum number of EMDs that can be issued at one time is 9.



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- SV has not yet implemented EMD with interline, so EMDs will only be accepted on SV segments for tickets issued on SV stock.
- SV allows only cash and credit cards as forms of payment for EMDs.
- EMD issuance against passive segments is not allowed.
- For GDS systems in which SV has implemented EMD services, Travel Service Providers must issue EMD for the services outlined above whenever applicable. Issued EMDs must include the following details:
  - Passenger Name
  - EMD Type
  - Reason for Issuance Code
  - Reason for Issuance Sub-Code
  - Description
  - Origin
  - Destination
  - Form of Payment Type
  - Operating Carrier (SV)
  - Base Fare Amount
  - Total Document Amount
  - Coupon Value
  - Present To
  - Present At
  - Service Remark (please add flight number, class and date and reason for issuance)
  - In Connection With (please add SV e-ticket number)

**Note:** Please only include the applicable information for the type of EMD you are issuing. Any information that is not applicable for that EMD service type should not be added.

- For GDS systems in which SV has not yet activated EMD services, Travel Service Providers must issue vMPD through BSPlink for the reasons mentioned below. SV does not allow Travel Service Providers to issue vMCO for any reason and if vMCO is issued on SV by a Travel Service Provider, it will be subject to an ADM. If the system automatically suggests using vMCO, the MCO line must be deleted from the PNR and the Travel Service Provider must issue vMPD through BSPlink instead.

SV allows Travel Service Providers to issue vMPD for the following reasons **Only**:

- I - Taxes/Fees/Charges
- M - Sundry Charges
- N - Cancellation Fees
- P - Rebooking Fee Domestic
- Q - Rebooking Fees International

For vMPD issuance, please follow these guidelines:

- The affected ticket number must be entered in the "Issued In Connection With" field in the vMPD. Other details such as name of passenger, reason for issue, reason for issue code, airline code, currency and penalty amount must also be entered in the vMPD. The PNR reference and flight details and description of payment must be entered in the "Remarks" box in the vMPD. Please contact the BSP or your ticketing support desk for instructions on how to issue vMPD.



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- The reason for issuance code, vMPD number, currency, vMPD amount, flight number and date and passenger reference must be manually added to the PNR as an OSI item, e.g. OSI SV VMPD Q 18012345678 SAR 100.00 SV301/30JUN /P1.

**This entry is mandatory and failure to complete could result in an ADM being generated.**

- When the EMD/vMPD was issued manually and there was a miscalculation or feeding error of the document value by the Travel Service Provider, the following needs to be done:
    - If the value of the document that was issued was lower than the value that had to be collected, please issue another EMD/vMPD for the difference amount.
    - If the value of the document that was issued was higher than the value that had to be collected, please issue a new EMD/vMPD with the proper value and raise a request to the SV Finance department to receive an ACM for the old EMD/vMPD.
  - For suspended coupons, the Travel Service Provider must issue an EMD or vMPD to collect the no-show penalty as per the SV fare rules and then email the PNR, e-Ticket and EMD/vMPD details to: [TAC@saudiairlines.com](mailto:TAC@saudiairlines.com) to get the coupon unsuspending.
- Travel Service Providers should urge their customers to check with them in case of no-show. Saudi Arabian Airlines will only help the customers when they are travelling and there was no nearby branch of the Travel Service Provider who issued their ticket.

#### Notes:

1. Should a passenger tell you that he did not take a booked flight, and you discover that his flight coupon is still in Open status, then please simply re-book as normal.
  2. For V class and X class if coupon is still open after departure time it must be treated as revoked coupon
- Saudi Arabian Airlines currently allows Travel Service Providers in Saudi Arabia to revalidate SV tickets, which they originally issued, for departure date/time and flight number changes and monitors all ticket revalidations performed by them. Any misuse of this facility will be subject to an ADM issued to the Travel Service Provider for the collection of any applicable fare difference, a penalty for the misuse or both. Additionally, depending on the type and scope of the misuse, Travel Service Providers might be subject to revoking their SV ticketing authority and/or access to the SV inventory.
    - For departure date and/or time changes (rebooking), Travel Service Providers only need to revalidate the ticket.
    - For class and routing changes, Travel Service Providers need to:
      - Reissue the original ticket when the new ticket has a higher fare than the original ticket.
      - Refund the original ticket when the new ticket has a lower fare than the original ticket and there is a residual value to the customer, collect the applicable refund fee as per the SV fare rules and issue a new ticket instead.
    - For all voluntary changes (rebooking, class change and rerouting), Travel Service Providers must collect the applicable revalidation or reissue penalty fee (if any) as per the SV fare rules using EMD wherever SV has implemented this facility. However, if a Travel Service Provider is using a particular GDS system in which SV has not yet activated EMD services, they need to use vMPD via BSPLink for the collection of the applicable penalty fee for revalidation and reissue. Please follow the above guidelines for EMD/vMPD issuance.

\*\*\* END \*\*\*