



EMD – Ancillary (SVC) Segment

SQ: Change Fee using EMD-S (Code: RSVR) Manual Issuance

Before proceeding, agent needs to check on the list of EMD Services in Amadeus by the Airlines

>EGSD/Vxx (where xx is the carrier)

>EGSD/VSQ

LIST OF EMD SERVICES FOR AIRLINE: SQ

	CODE	RFIC/SC	BOOK	TA	ISS.	DESCRIPTION
1	HOTL	B/0BO	SVC	YES		HOTEL ACCOMODATION
2	DEPO	D/03E	SVC	YES		Payment for Tour group
3	DPST	D/997	SVC	YES		DEPOSIT
4	MSCF	D/A22	SVC	YES		Miscellaneous Service Fee
5	NOSH	D/0NN	SSR	YES		NO SHOW FEE
6	NRFA	D/111	SVC	YES		NON-REFUNDABLE AMOUNT
7	PDVC	D/0BK	SVC	YES		Prepaid Voucher
8	PENF	D/993	SVC	YES		PENALTY FEE
9	RSVR	D/996	SVC	YES		RESIDUAL VALUE

In additional, agent is to consult with the involved carrier on the data required to be reflected in the EMD.

To view the varies Field Identifier in Amadeus:

>HE TMI.40

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Below is an illustration on how to create an Ancillary (SVC) Segment and issue the EMD manually.

Scenario:

A change in itinerary with residual amount on Fare and Taxes, and ADC on new Taxes

Original TKT           **618-9493485927**  
 Original Routing       SIN-HND-SIN / J-class / Fare Bases J11SGR  
 New Routing            SIN-HKG-SIN / J-class / Fare Baes J11SGR

|       | Original Routing  | New Routing     |
|-------|-------------------|-----------------|
| Fare  | 5060.00           | 2367.00         |
| Taxes | 10.80 L7          | 10.80 L7 (Paid) |
|       | 6.10 OP           | 6.10 OP (Paid)  |
|       | 35.40 SG          | 35.40 SG (Paid) |
|       | 12.30 TK (Unused) | 27.80 G3 (New)  |
|       | 32.00 SW (Unused) | 20.80 HK (New)  |
|       | 1.30 OI (Unused)  | 8.70 I5 (New)   |

Additional Fare = 0  
 Additional Tax = 57.30

Residual Fare = 2693  
 Residual Tax = 45.60



A Reissue TST has been created in the PNR.

>TQT

TST00002 SIN1A0980 CP/09APR M 1 LD 01MAY20 2359 OD SINSIN  
T-E

FXP/R, P

1.NG/LISA MS

1 SIN SQ 860 J 01MAY 0840 OK J11SGR 01MAY 40K

2 O HKG SQ 891 J 05MAY 1225 OK J11SGR 01MAY 40K

SIN

FARE **R** SGD 2367.00

TX001 O SGD 10.80-L7 TX002 O SGD 6.10-OP TX003 O SGD 35.40-SG

**TX004 X SGD 27.80-G3 TX005 X SGD 20.80-HK TX006 X SGD 8.70-I5**

TOTAL SGD **57.30**

GRAND TOTAL SGD **57.30**

SIN SQ HKG868.72J11SGR SQ SIN868.72J11SGR NUC1737.44END

ROE1.362344

9.FO 618-9493485927SIN08APR20/00322022/618-94934859276E1

10.FP O/CASH+/CASH

11.FV SQ

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Following are the steps to create an EMD for Ancillary (SVC) Segment - **RSVR**

Create the Ancillary (SVC) segment in PNR

>**IUSQNN1RSVRSIN/P1**

--- TST RLR ---

RP/SIN1A0980/SIN1A0980 CP/SU 9APR20/0152Z NWZI47

SIN1A0980/1131CP/8APR20

1.NG/LISA MS

2 SQ 860 J 01MAY 5 SINHKG HK1 0840 1240 01MAY E SQ/NWZI47

3 SQ 891 J 05MAY 2 HKGSIN HK1 1225 1620 05MAY E SQ/NWZI47

4 SVC SQ HK1 RSVR SIN

5 AP SIN ACCEPTANCE

6 TK OK08APR/SIN1A0980//ETSQ

...continue

amadeus

>TMC/L4/VSQ ← create the EMD shell (from line 4 where SVC reside)

>TMI/M1/FP-O/CASH ← Form of Payment for residual amount

>TMI/M1/DSINGAPORE AIRLINES ← Present To

>TMI/M1/ASINGAPORE ← Present At

>TMI/M1/YI ← International Route

>TMI/M1/HREFUNDABLE FARE AND TAXES UPON REISSUE OF TKT 6189493485927 ← Document Remark [Optional]

>TMI/M1/IC-TKT6189493485927 ← In Connection With

>TMI/M1/FO-618-9493485927E1SIN08APR20/00322022 ← Original Issued/Exchange details

>TMI/M1/RSGD2738.60/W0.00/CV-2738.60 ← Coupon Value

>RFxx:ER

>TQM

TSM 1 TYPE P SIN1A0980 CP/09APR 11 INT I EMD-S CARR SQ
 1.NG/LISA MS
 RFIC-D/D FINANCIAL IMPACT
 1. RFISC-996 RESIDUAL VALUE L 4
 OPERATING CC-SQ CPN VALUE-2738.60 ORIGIN-SIN
 PRESENT TO:SINGAPORE AIRLINES
 PRESENT AT:SINGAPORE
 ICW-6189493485927
 NON INTERLINEABLE

ADD INF/RKS: REFUNDABLE FARE AND TAXES UPON REISSUE OF TKT 6189493485927

FARE R SGD 2738.60
 EXCH VAL SGD 2738.60

TOTAL SGD 0.00
 FO 618-9493485927SIN08APR20/00322022/618-94934859276E1
 FP O/CASH

Command to reissue the ticket (TTP/T2) in TST2 + issue the EMD (TTM/M1) in TSM1:

>TTP/T2/TTM/M1/RT

OK ETICKET/EMD

...continue



--- TST TSM RLR ---

RP/SIN1A0980/SIN1A0980 CP/SU 9APR20/0227Z NWZI47
 SIN1A0980/1131CP/8APR20

- 1.NG/LISA MS
- 2 SQ 860 J 01MAY 5 SINHKG HK1 0840 1240 01MAY E SQ/NWZI47
- 3 SQ 891 J 05MAY 2 HKGSIN HK1 1225 1620 05MAY E SQ/NWZI47
- 4 SVC SQ HK1 RSVR SIN
- 5 AP SIN ACCEPTANCE
- 6 TK OK09APR/SIN1A0980//ETSQ
- 7 FA PAX 618-9493485931/ETSQ/SGD57.30/09APR20/SIN1A0980/00322022/S2-3
- 8 FA PAX 618-1853787839/DTSQ/SGD0.00/09APR20/SIN1A0980/00322022/S4
- 9 FHE PAX 618-9493485927
- 10 FB PAX 0000000000 TTP/T2/TTM/M1/RT OK ETICKET/EMD/S2-3
- 11 FB PAX 0000000001 TTP/T2/TTM/M1/RT OK ETICKET/EMD/S4
- 12 FG PAX 0000000000 BKK1A0904/S2-3
- 13 FG PAX 0000000000 BKK1A03CS/S2-3
- 14 FO 618-9493485927SIN08APR20/00322022/618-94934859276E1
- 15 FP O/CASH+/CASH
- 16 FV PAX SQ/S2-3

>TWD/L7

TKT-6189493485931 RCI- 1A LOC-NWZI47
 OD-SINSIN SI- FCPI-1 POI-SIN DOI-09APR20 IOI-00322022
 1.NG/LISA MS ADT ST
 1 OSIN SQ 860 J 01MAY0840 OK J11SGR O 01MAY 40K
 2 OHKG SQ 891 J 05MAY1225 OK J11SGR O 01MAY 40K
 SIN
 FARE R SGD 2367.00
 TOTALTAX SGD 57.30
 TAXES PD
 TOTAL SGD 57.30A
 /FC SIN SQ HKG868.72J11SGR SQ SIN868.72J11SGR NUC1737.44END ROE1
 .362344
 FO 618-9493485927SIN08APR20/00322022/618-9493485927
 FP O/CASH+/CASH
 NON-ENDORSABLE
 FOR TAX/FEE DETAILS USE TWD/TAX
 >TWD/TAX
 TOTALTAX SGD 57.30
 TX01 SGD 27.80G3 TX02 SGD 20.80HK TX03 SGD 8.70I5
 PD01 SGD 10.80L7 PD02 SGD 6.10OP PD03 SGD 35.40SG

...continue



>EWD/L8

EMD-6181853787839 TYPE-S SYS-1A LOC-NWZI47
 INT-I FCI-1 1 POI-SIN DOI-09APR20 IOI-00322022
 PAX- NG/LISA MS ADT
 RFIC-D FINANCIAL IMPACT
 REMARKS-REFUNDABLE FARE AND TAXES UPON REISSUE OF TKT 6189493485927
 CPN-1 RFISC-996 SQ SIN S-O VALUE-2738.60
 DESCRIPTION-RESIDUAL VALUE
 NON-INTERLINEABLE
 PRESENT TO--SINGAPORE AIRLINES
 PRESENT AT--SINGAPORE
 ICW-6189493485931
 SERVICE REMARKS-
 FARE R SGD 2738.60
 EXCH VAL SGD 2738.60 RFND VAL
 TAX-
 TOTAL SGD NO ADC
 /FC
 FO 618-9493485927SIN08APR20/00322022/618-9493485927
 FP O/CASH
 FOID-
 NON-ENDORSABLE

>TJQ

AGY NO - 00322022 QUERY REPORT 09APR CURRENCY SGD
 OFFICE - SIN1A0980 SELECTION:
 AGENT - 1131CP 09 APR 2020

SEQ NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	FEE	COMM	FP	PAX NAME	AS	RLOC	TRNC
000285	618	9493485931	57.30	57.30	0.00	0.00	CA	NG/LISA	CP	NWZI47	TKTT	
000286	618	1853787839	0.00	0.00	0.00	0.00		NG/LISA	CP	NWZI47	EMDS	

>TWD/TKT618-9493485927

TKT-6189493485927 RCI- 1A LOC-NWZI47
 OD-SINSIN SI- FCPI-0 POI-SIN DOI-08APR20 IOI-00322022
 1.NG/LISA MS ADT ST
 1 OSIN SQ 634 J 01MAY1355 OK J11SGR E 40K
 2 OHND SQ 633 J 05MAY1705 OK J11SGR E 40K
 SIN
 FARE F SGD 5060.00
 TOTALTAX SGD 97.90
 TOTAL SGD 5157.90
 /FC SIN SQ TYO1857.09J11SGR SQ SIN1857.09J11SGR NUC3714.18END RO
 E1.362344
 FP CASH
 NON-ENDORSABLE
 FOR TAX/FEE DETAILS USE TWD/TAX
 SAC- 618AY6EPAXG13
 >TWD/TAX
 TOTALTAX SGD 97.90
 TX01 SGD 10.80L7 TX02 SGD 6.10OP TX03 SGD 35.40SG
 TX04 SGD 12.30TK TX05 SGD 32.00SW TX06 SGD 1.30OI



Useful Link in Amadeus Service Hub:

How to create an EMD

https://servicehub.amadeus.com/c/portal/view-solution/2321317/en_US/how-to-create-an-emd

Help Page in Selling Platform Connect:

HE EMD

HE TMI

HE TMI.400