Handling SQ EMD S for reissue in exchange

MyTravelport 🔍

EMD SQ   🔍

EMD-S Fact Sheet

Airline Name: Singapore Airlines (SQ)

Implementation Dates:

- 4 December 2013
- DEPO: 1 June 2016

My Travelport.com

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Rebooking Fee*See note	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	N
Miscellaneous Service Fee	D	A22	Manual SVC	N/A	EMD-S	Y	N	Y	N
Payment for Tour Group (DEPO) *See note	D	03E	Manual SVC	N/A	EMD-S	N	N	Y	N
Hotel Accommodation (SQ Stopover Holidays)	B	0BO	Manual SVC	N/A	EMD-S	Y	Y	Y	Y
Prepaid Voucher (PTA)	D	0BK	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	Y	N

SQ local practices can differ from the options provided below, so please refer to local SQ offices for further information.

EMD-S Refundable Balance (SQ)

Ticket Exchange Process with EMD Refundable Balance

First EMD - EMD-S (996) – For residual amount to be refundable after reissuance of ticket.

Exchange process initiated with ticket modifiers (TMU1FEX618xxxxxxxxxx) entry. When the screens below is completed and the user tabs to the end of the screen

>*EX **TICKET FOR**: ANG/JOYMS   PSGR 1/ 1
 NEW FARE: SGD   618.00 EQUIV:·............
 TX1:   0.00 TX2:   0.00 TX3:   0.00 TX4:   0.00
 EXCH TICKET: TICKET NUMBER   THRU TICKET NUMBER NO. CPNS
          ·61899022053271 ·.   ·..............   ·01
 COUPONS FOR TKT1:·1...   TKT2:·....   TKT3:·....   TKT4:·....
 TTL VALUE:·SGD1572.00... BSR:·...... ORIG FOP:·S..............
 ORIG ISSUE: TICKET NUMBER   ORG/DES CITY DATE   IATA CODE
          ·.............. ·SIN/MNL ·SIN ·05MAY19 ·9999999
 : <- Tab here and press Enter to file exchange mask

>*TP **TICKET FOR**: ANG/JOYMS   PSGR 1/ 1
  NEW FARE: SGD   618.00 EQUIV:·............
 PD T1:·8.00....·OO 2:·6.10....·OP 3:·19.90...·SG 4:·67.40...·YQ
 PD T5:·........·.. 6:·........·.. 7:·........·.. 8:·........·..
 T9 ·........·.. T10·........·.. T11·........·.. T12·........·..
 T13·........·.. T14·........·.. T15·........·.. T16·........·..
 T17·........·.. T18·........·.. T19·........·.. T20·........·..

 U.S. PSGR FACILITY CHARGES
 APT1 ·...·..... APT2 ·...·..... APT3 ·...·..... APT4 ·...·.....
 : <- Tab here and press Enter to file the exchange mask

EMD-S Refundable Balance (SQ)

Travelport

A new screen will prompt the user to create an EMD-S for Refundable Balance; if supported by the carrier/market. Type the option 'Y' to create an EMD-S for the refund due amount, a new fill in screen will be displayed, with the Refundable Balance EMD details.

```
>*ER REFUND DUE     954.00 SGD
CREATE EMD Y/N ·Y
```

In the new fill in screen all the data for the EMD will be auto-populated and the only optional field that the user is allowed to update is the EMD endorsement data.

```
>EMDRB *REFUND BALANCE ELECTRONIC MISCELLANEOUS DOCUMENT*
TO  SINGAPORE AIRLINES
AT SIN                          RFIC/RFISC D-996
TYPE OF SVC  REFUNDABLE BALANCE
AMOUNT   SGD   954.00
ENDORSEMENT ·...............................................
·...............................................
·...............................................


*ORIG ISSUE*: TICKET NUMBER  61899022053271 CITY  SIN
       DATE  05MAY19           IATA CODE  9999999
                    ←TAB and Press Enter here
```

Response: > TICKET MODIFIERS UPDATED

EMD-S Refundable Balance (SQ)

Travelport

```
*FF1
FQ1                        AP 05MAY19 14/AG
>FQCSQ
 P1  ANG/JOYMS        ADT  B  E  6189902205328
 SIN SQ MNL 449.63 SQ NUC449.63END ROE1.37444
 FARE SGD618.00 TOT SGD618.00
        ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
 S1   FB-YOSG
    BG-30K
 T S2.4/ET/FEX6189902205327*EMDRB/CSQ
```

Legend:

EMDRB- – EMD refundable balance

The ticket issuance entry (TKP) will generate E-ticket to E-ticket exchange and Refundable Balance EMD-S in a single message, along with any other documents (MIR, Itinerary Invoice etc.) applicable. The new screen display will display successful E-ticket response along with EMD details.

EMD-S Refundable Balance (SQ)

Travelport

```
ELECTRONIC TKT GENERATED TTL FARE  SGD    618.00
SUPPORTING DOCUMENTS GENERATED
RECORD LOCATOR: >* XXXXXX ·
------------------------------------
EMD GENERATED   TOTAL       954.00
6189992080362             954.00      ANG/JOYMS


------------------------------------
ITINERARY/INVOICE GENERATED
```

The Issued in Connection field on the EMD will be populated automatically with the new E-ticket number, when the exchanged document and the EMD-S are issued in a single transaction at the same time.

EMD-S Refundable Balance (SQ)

XXXXXX/14 SINNH E343140 AG 99999992 05MAY
 1.1ANG/JOYMS
 1. SVC SQ **HI1** SIN 05MAY-D/996/REFUNDABLE BALANCES/NM-1ANG/
   JOYMS/6189992080362C1/954.00/SGD
 2. SQ 910 Y 10JUN SINMNL HK1 0935   1310 O*   E TU

The following is an example of the Galileo HMPR TINS to display the reporting for Exchange and the EMD-S Refundable Balance document number.

GALILEO TRAVEL   AND TOURS   TINS REPORT   05 MAY 19
CURRENCY CODE SGD   IATA NUMBER 99999992

A/L TKT/STOCK NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
		*FEES			
618E9902205327	ANG/JOYMS	1572.00	101.00	0.00	FS
618**D**9992080362	ANG/JOYMS	0.00	0.00	0.00	EX
618E9902205328	ANG/JOYMS	0.00	0.00	0.00	EX

EMD-S Refundable Balance (SQ)

Travelport

The refund will only get back to the passenger after the refund process below: click on EMDL

EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
 1. SQ 618**9992080362**
ANG/JOYMS
        I 05MAY19 081525 Z
***** END OF LIST *****

click on 1
To refund tab to EMD REFUND tabstop and input F and hit enter.

EMD-S Refundable Balance (SQ)

Response:

```
6189992080362      GALILEO/PAXMR XXXXXX/1G/XXXX 999XXXXX
CPN RFISC    DESCRIPTION        VALUE      DATE   STATUS
 1  D-996  REFUNDABLE BALANCES   SGD   954.00        OPEN
        EMD DOCUMENT TOTAL:   SGD   954.00


>EMD DETAIL DISPLAY      .
>EMD VOID               ·.
>EMD REFUND            ·F    ⬅ input F and Press Enter here
```

```
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
     1. SQ 6189992080362
GALILEO/PAXMR
                 I 05MAY19    081525 Z
                 RF 05MAY19  082010 Z SAC – 618xxxABCD68E
***** END OF LIST *****
```

EMD-S Refundable Balance Admin Fee (SQ)

Second EMD - EMD-S creation (993) – *For Refund Admin Fee USDxx. This is to be issued immediately (within same BSP Reporting Period) following the issuance of the first EMD-S.

The amount USD**xx** to be converted to SGD and input the SGD amount as CP tax.

Entry : FZSUSD50SGD

*Note : Please refer to SQ local office on the correct process of the admin fee implementation

Input EMD number under refundable balance as in connection with ticket "6189992080362'
Endorsement Restriction "ADMIN FEE USD50 FOR FARE DIFFERENTIAL REFUND ORIGINAL 6189902205327 AND REISSUED 6189902205328"
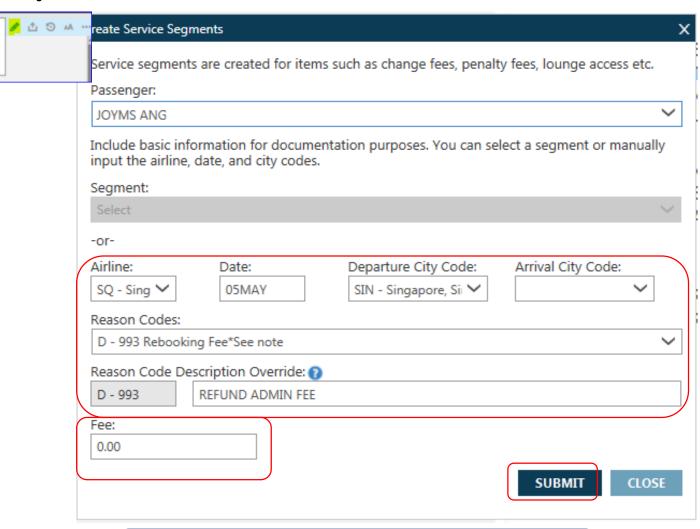Tax 68.00CP
Form of payment Cash

Option 1 : SP Feature- EMD-S Refundable Balance Admin Fee (SQ)

Second EMD - EMD-S creation (993) – For Refund Admin Fee USDxx. This is to be issued immediately (within same BSP Reporting Period) following the issuance of the first EMD-S.

The amount for refund admin is input the SGD amount as CP tax.

Create/Edit Customer Information
Create/Edit Booking File Remarks
Create/Edit Special Services
Create Service Segments
Assign/Edit Seat Assignments

Create Service Segments

Service segments are created for items such as change fees, penalty fees, lounge access etc.

Passenger:

JOYMS ANG

Include basic information for documentation purposes. You can select a segment or manually input the airline, date, and city codes.

Segment:

Select

-or-

Airline:	Date:	Departure City Code:	Arrival City Code:
SQ - Sing	05MAY	SIN - Singapore, Si	

Reason Codes:

D - 993 Rebooking Fee*See note

Reason Code Description Override:

| D - 993 | REFUND ADMIN FEE |

Fee:

0.00

SUBMIT   CLOSE

Close the window and save booking file
R.JA+ER then IR

12

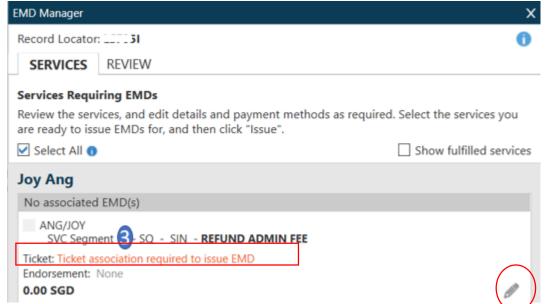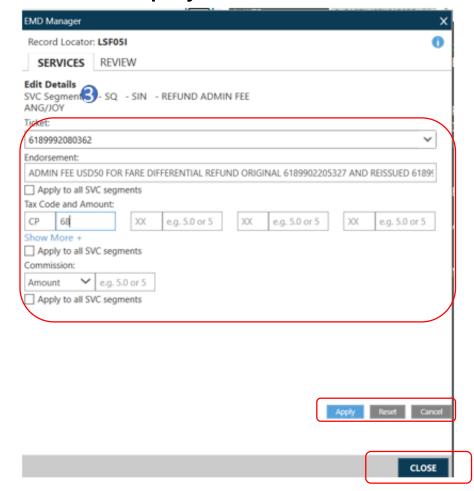# Option 1 : SP Feature- EMD-S Refundable Balance Admin Fee (SQ)

Second EMD - EMD-S issue using EMD Manager insert EMD modifiers :-
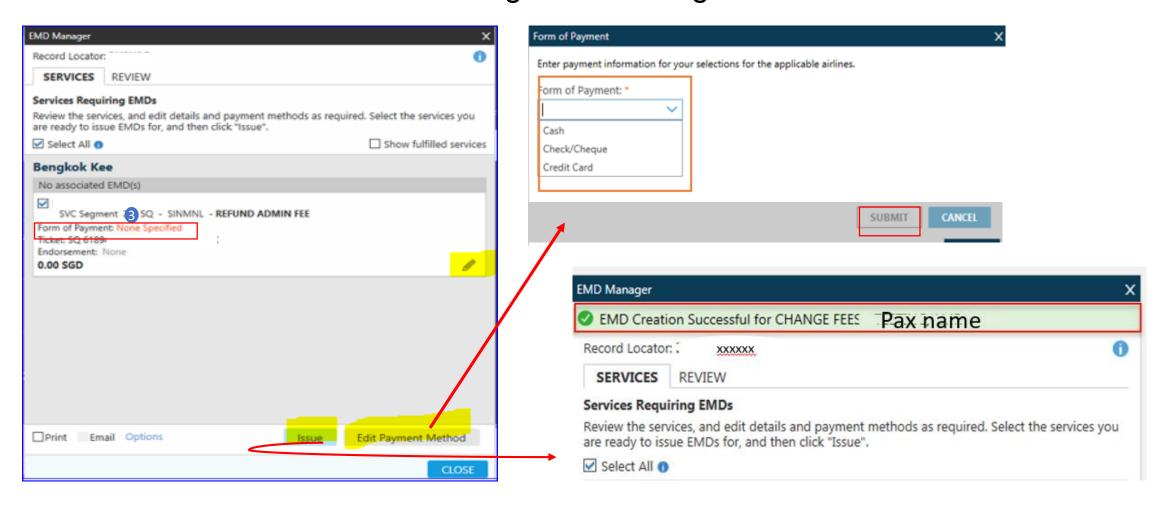inconnection with , endorsement requirement, form of payment, tax code and amount

Option 1 : SP Feature- EMD-S Refundable Balance Admin Fee (SQ)

Second EMD - EMD-S issue using EMD Manager

Option 2 Manual steps EMD-S Refundable Balance Admin Fee (SQ)

Entry: 0SVCSQEK1SIN5MAY-N1/D/993/REFUND ADMIN FEE/0.00 ⬅ will be 0.00 as collecting as CP tax

Entry to issue EMD : EMDI/SM3/IC6189992080362/ERREFUND ADMIN FEE USD50 FOR FARE DIFFERENTIAL REFUND ORIGINAL 6189902205327 AND REISSUED 6189902205328/TX68.00CP/FS

**IC will be the EMD number that was issued under Refundable Balance.

EMD-S Refundable Balance (SQ)

Travelport

XXXXXX/14 SINNH E343140 AG 99999992 05MAY

  1.1 *ANG/JOYMS*

 1. SVC SQ HI1 SIN 05MAY-D/<mark>996</mark>/REFUNDABLE BALANCES/NM-1ANG/
   JOYMS/*6189992080362C1/954.00/SGD*

 2. *SQ 910 Y 10JUN SINMNL HK1 0935   1310 O**   *E TU*

 3. *SVC SQ HI1 SIN* 05MAY-D/<mark>993</mark>/REFUND ADMIN FEE/NM-1ANG/
JOYMS/6189992080364C1/0.00/SGD

Important Note: SQ requires to revalidate the Electronic Ticket after a void of Exchange or Cancel Refund, in order to re-generate SSR TKNE to SQ PNR. **Failure to do so will result in auto-cancellation of the air segment.**