



Travel Agent FAQs

ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)

EMD Types and Codes

1. What is an Electronic Miscellaneous Document (EMD)?

An Electronic Miscellaneous Document (EMD) is an industry standard method, replacing vMPDs, for documenting all airline related charges.

2. Are there different types of EMDs?

There are two types of EMDs:

1. **EMD-A (Associated):** issued for Qantas Seat Selection. The EMD-A is linked to specific flight coupons on an e-ticket.
2. **EMD-S (Standalone):** issued for standalone payments, for example:
 - Payments to Qantas and the Qantas Industry Centre (QIC), which include ticketing, Name Correction and Special Handling;
 - Any Change Fee
 - Unaccompanied Minor Supervision Fee
 - Groups Deposits and Finals;
 - Service Fees;
 - Loyalty Memberships; and Prepaid Freight

The price of the Service/Fee must be entered manually.

3. How is an EMD created in a PNR?

Please refer to your GDS provider for instructions on how to issue an EMD, including specific entries, formats and functionality.



4. How are the different services that require an EMD identified?

The different services that require an EMD are identified by:

- Service Code;
- Reason for Issuance Code (RFIC); and
- Reason for Issuance Subcode (RFISC).

The Qantas service codes used in EMD-S documents are:

Commercial name	Service Code	RFIC	RFISC
Group Travel:			
Group Deposit	DPST	D	99A
Group Finals	DPSF	I	FIN
Ticketing payments to Qantas: including fare, tax, oxygen, Change Fee and Service Fee - all amounts shown as lump sum including G.S.T.			
Qantas Service Collection	ICSF	D	ICS
Freight:			
Pre-paid Freight	FRGT	C	0H1
Loyalty Memberships: (Qantas Club & Frequent Flyer memberships)			
Loyalty memberships	FTCL	A	QFF
*Change Fee: for Change Fees associated with the fare rule:			
Fee-Reissue/exchange	REIS	D	98I
Residual Value for Refund:			
Refundable Balance	RSVR	D	996
Unaccompanied Minor Supervision Fee:			
UMNR Domestic	UMND	E	0BZ
UMNR International	UMNI	E	0B0

*These codes may vary if utilising a GDS automated re-issue tool - refer to your GDS provider

Note on RFISC:

98I - This is the letter I for India, not the number 1

0BZ / 0B0 - This is a 0 = zero and not O for Oscar

The Qantas service codes used in EMD-A documents are:

Commercial name	SSR	RFIC	RFSC
Seat Selection:			
Seat Assignment	RQST,SEAT	A	0B5
Additional Baggage Allowance:			
Based on piece			
Pre Paid Baggage		C	OCC
Based on weight			
upto 11LB 5KG Baggage		C	OCW
upto 22LB 10KG Baggage		C	OCZ
upto 33LB 15KG Baggage		C	OC1
upto 55LB 25KG Baggage		C	OC4
upto 35KG Baggage		C	OC7
Applicable to Amadeus only for weight and piece			
Pre Paid Baggage	XBAG	C	OAA

+SSR entries vary by GDS

- EMD-S: the coupon status is 'O' (Open) except for Unaccompanied Minor Supervision Fees and Change Fees (Fee-Reissue/exchange Fees) whose status will automatically show 'F' (Flown) from the time of issue.
- EMD-A: the coupon status remains 'O' (Open) until used when it will show 'F' (Flown)

5. Can an EMD be used for Qantas Domestic and International flights?

Yes.

6. Can an EMD be used for all passenger types?

Yes.

Change Fee

7. Will the code “YR” continue to be used to collect Change Fees?

No. Effective from 01 July 2014, all Change Fees that apply in accordance with a ticketed fare must be received separately from the ticket using EMD-S as Fee-Reissue/exchange (REIS).

Change Fees are non-commissionable. The EMD-S should be issued at the time of the change and cross referenced to the new ticket.

If using a GDS automated re-issue tool, please refer to your GDS for specific entries and RFIC/RFICS codes as this may vary.

In all instances where a Change Fee applies, the ticket must be reissued and the EMD receipted separately from the ticket using EMD-S. The ticket is not permitted to be revalidated. This applies to International and Domestic tickets.

8. Can residual fare and ticketing taxes be used to offset Change Fee?

If technically not possible in your GDS, the agent must receive payment for the Change Fee to enable issuance of the EMD-S. The residual value of a ticket can continue to be used to offset Fare & Ticket Taxes and any remaining residual amount can be refunded via BSP.

Qantas has enabled for the use of Residual Value for Refund (RSVR) functionality with most GDSs globally. RSVR will allow the remaining amount on a ticket to be used as credit towards payment of Change Fees as well as Fare/Ticket Taxes on a new ticket. If Travel Agents require any further information on the use of RSVR please direct your request to the GDSs provider.

9. When an EMD-S is issued for a change being made to a Domestic ticket, is G.S.T shown separately?

Yes, the G.S.T component must be shown separately as a "UO" amount.

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EMD-081XXXXXXXXXX TYPE-S SYS-1A LOC-XXXXXX
INT-D FCI-1 1 POI-MEL DOI-04MAR14 IOI-023XXXXX
PAX- TESTEMD/QF MR ADT
RFIC-D FINANCIAL IMPACT
REMARKS-
CPN-1 RFISC-98I QF S-F SAC- 081OXVGYX11QY VALUE-80.00
DESCRIPTION-REISSUE/EXCHANGE
CONSUMED AT ISSUANCE
PRESENT TO- Qantas Airways - (Text is free format/limited characters)
PRESENT AT- Melbourne - (Text is free format/limited characters)
ICW-081XXXXXXXXXX - (Cross reference with new ticket number)
SERVICE REMARKS-
FARE F AUD 80.00
EXCH VAL AUD 88.00 RFND VAL
TAX-01 X UO 8.00
TOTAL AUD 88.00
/FC
FP CASH
FOID-
NON-ENDORSABLE
```

10. When multiple Change Fees apply for the changes being made, do individual EMD-S need to be issued?

No. A single EMD-S can be issued for multiple Change Fees. The EMD-S payment is shown as a 'Lump Sum' of the combined total of the Change Fees applicable. No breakdown is required. If G.S.T applies show separately as a lump sum "UO" amount.

Unaccompanied Minor Supervision Fee

11. Is the Unaccompanied Minor Supervision Fee auto-priced?

No. Agents will need to manually enter the fee amounts.

12. Does a change to an Unaccompanied Minor booking require a new EMD-S?

Not required for date or flight number changes. If changing the itinerary from Domestic to International a new EMD-S must be issued with the correct amount and RFISC code.

13. Can an EMD-S be refunded?

Yes. The Supervision Fee is fully refundable only if the Unaccompanied Minor does not travel on all flights in the booking.

14. Can an EMD-S be used to collect payment for the Supervision Fee on a non-Qantas operated flight?

No. Unaccompanied Minor Supervision Fee applies on Qantas operated flights only (codeshare flights not permitted).

15. Do I need to issue an EMD-S per passenger?

Yes. An EMD-S is required to be issued per passenger per booking and cross referenced with the associated ticket number.

16. When an EMD-S is issued for a Domestic Unaccompanied Minor Supervision Fee, is G.S.T shown separately?

Yes, the G.S.T component must be shown separately as a "UO" amount

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EMD-081XXXXXXXXX TYPE-S SYS-15
LOC-XXXXXX
INT- FCI-1 1 POI-MEL DOI-31OCT14
IOI-XXXXXXXX
PAX- TEST/BUDDY MSTR
CHD
RFIC-E AIRPORT SERVICES
REMARKS-
CPN-1 RFISC-OBZ QF S-F SAC- 081RBNMLPRML2
VALUE-45.45
DESCRIPTION-UMND DOMESTIC
NON-EXCHANGEABLE
CONSUMED AT ISSUANCE
PRESENT TO-QANTAS
PRESENT AT-MELBOURNE
ICW-081XXXXXXXXX
SERVICE REMARKS-
FARE F AUD 45.45
EXCH VAL RFND VAL
TAX-01 X UO 4.55
TOTAL AUD 50.00
/FC
FP CASH
```

Seat Selection

17. Can a customer purchase a Seat Selection through a Travel Agent via a GDS?

Yes. Seat Selection can be purchased through a Travel Agent for ticketed customers via a GDS. The payment is documented using an EMD-A.

18. Can the costing for Seat Selection payments be auto-priced?

Yes. An EMD-A value is auto-priced via a GDS prior to issuing an EMD-A document. The functionality may vary with different GDSs. Please check with your GDS provider.

19. Does a change to Seat Selection request require a new EMD-A?

If changing to another available seat on the same flight, a new EMD-A is not required.

If another seat is requested on a different flight and/or date a new EMD-A must be issued. The EMD-A issued for the original seat is non-refundable.

20. Can an EMD-A for Seat Selection be refunded?

No. Seat Selection is non-refundable. If Qantas changes a passenger's seat for operational, safety or security reasons and cannot seat the passenger in a suitable alternative, you may apply for a refund via the online refund form available on qantas.com.

21. Can an EMD-A be used to collect payment for Seat Selection on a non-Qantas operated flight?

No. Seat Selection applies to Qantas operated flights only.

Additional Baggage Allowance

22. Can a customer purchase an Additional Baggage Allowance through a Travel Agent via a GDS?

Yes. Additional Baggage Allowance can be purchased through a Travel Agent for ticketed customers via the GDS. The payment is documented using an EMD-A.

23. Can the costing for Additional Baggage Allowance payments be auto-priced?

Yes. The Additional Baggage Allowance amount is auto-priced via a GDS prior to issuing an EMD-A document. The functionality may vary with different GDSs. Please check with your GDS provider.

The Sale of Additional Baggage Allowance will be available in weight increments, except for flights within Australia and to the Americas, where a per piece charge applies.

Please refer to Additional Baggage Allowance charges on Qantas Industry Sales site at qantas.com.au/agents

24. Can an EMD-A for Additional Baggage Allowance be refunded?

Yes. Additional Baggage Allowance is refundable. An Agent may cancel and request for a Refund of Additional Baggage Allowance, provided the request for the refund is made at least one day prior to the scheduled departure of the first flight in the booking.

25. Can an EMD-A be used to collect payment for Additional Baggage Allowance on a codeshare or non-Qantas operated flight?

No. The sale of Additional Baggage Allowance only applies to Qantas operated flights with a 'QF' flight number on QF plated tickets.

26. If a change is made to an associated flight does it require a new EMD-A for an Additional Baggage Allowance?

Yes. An agent must refund the original EMD-A and issue a new EMD-A for the new associated flight.

Payments

27. What is the minimum time allowed between a Service Request and an EMD issue?

Payment will be required in accordance with the conditions of the service requested. For example, payments for:

- Seat Selection and Additional Baggage Allowance will be required immediately on issuing a ticket when purchased via a GDS.
- Group Deposits and Finals are set by the Groups Department and subject to the terms and conditions of the fare; and
- EMD's issued for payment to the Qantas Industry Centre (QIC) are required by the Ticket Time Limit (TTL) of the fare being purchased.

28. What forms of payment are applicable to an EMD?

All existing forms of payment for tickets may be used for an EMD, for example cash and credit cards. However an EMD cannot be used as a form of payment and exchange/reissued to another EMD.

29. Is the card payment fee (OB) applicable to EMDs that are paid for by Credit Card?

No.

30. For ticketing payments to the Qantas Industry Centre (QIC) and Group Travel, do I need to show a breakdown of the payment on the EMD- ? eg Fare, Tax, Change Fee, G.S.T

No. All payments to the Qantas Industry Centre (QIC) and Group Travel are made at the 'nett level' and as a 'Lump Sum'. The Lump Sum means all components of the payment including Fare, Ticket Taxes, Fuel Surcharge (YQ), Change Fee, Service Fee and G.S.T on domestic tickets are shown as a single total. No breakdown is required.

For example:

Fare: AUD 7884.00

Ticket Taxes: 29.77WY 3.40WG

Fuel: 150.00YQ

Change Fee: 80.00

Service Fee: 60.00

The EMD is raised for a total Nett lump sum of \$8207.17 with no breakdown shown.

Example of EMD - Amadeus

EMD-081 XXXXXXXXXX **TYPE-S** SYS-1A LOC-ABCEFG

INT- FCI-1 1 POI-MEL DOI-24MAR14 IOI-0222222

PAX- TEST/EMD ADT

RFIC-D FINANCIAL IMPACT

REMARKS-

CPN-1 **RFISC-ICS** QF S-O VALUE-8207.17

DESCRIPTION-QANTAS SERVICE COLLECTION

PRESENT TO-QANTAS AIRWAYS

PRESENT AT-SYDNEY

SERVICE REMARKS-

FARE F **AUD 8207.17 (Lump Sum)**

EXCH VAL RFND VAL

TAX-

TOTAL AUD 8207.17

31. Can I claim commission on an EMD-S payment submitted to Qantas for ticketing?

No.

All EMD payments to the Qantas Industry Centre (QIC) and Group travel are made at the 'nett level'. The 'nett level' means the payment on the EMD is paid to Qantas without standard 5% commission.

Where standard commission is due, 5% is deducted from the gross value. This applies to International ticketing (except trans-Tasman) and fuel surcharge on gross published fares.



32. How do I advise the EMD-S number when the Qantas Industry Centre (QIC) is issuing the ticket?

When QIC issues a ticket, you must complete the online Ticket Request form, which includes the EMD-S number, and submit it via the Qantas Industry Sales Site (<http://www.qantas.com.au/agents>).

33. How do I advise the EMD-S number when Qantas Group Travel is issuing the ticket?

When Qantas Group Travel is issuing the tickets, you must submit your EMD-S number directly into your group booking reference within www.qantasgrouptravel.com. Alternatively, you can email the EMD-S number to info@qantasgrouptravel.com for any bookings or services not held within www.qantasgrouptravel.com

34. How do I issue an EMD-S for Qantas Club or Frequent Flyer membership?

An EMD-S must be issued for the gross amount of the total Qantas Club or Frequent Flyer membership. The G.S.T is shown separately.

10% commission may be claimed on the membership amount excluding G.S.T via the BSP process.

Example:

Membership fee \$855.00 (Inclusive of GST)

RFIC-A AIR TRANSPORTATION			
CPN-1 RFISC-QFF QF	S-O		VALUE-769.50
DESCRIPTION – LOYALTY MEMBERSHIPS			
FARE F	AUD	769.50	
TAX-	UO	85.50	
TOTAL	AUD	855.00	

Reissue, Refund and Void

35. Can an EMD be reissued?

No.

36. Can EMD payments for Qantas services be refunded?

Refunds are subject to the terms and conditions of the fare and/or service provided.

37. Can an EMD be voided?

Yes. An EMD may be voided only on the day it was issued by the original issuing office.

Technical Support

38. Who can Travel Agents contact for assistance?

Travel Agents are advised to refer to their GDS provider for information on GDS formats and functionality.

For instructions on how to Issue an EMD and specific entries please refer to your GDS provider or these websites:

- Amadeus: <https://mye-supportcentre.amadeus.com>
- Sabre: <http://eservices.sabre.com>
- Travelport (Apollo, Galileo, Worldspan): <http://www.ask-travelport.com>