



## Quick Reference Guide

### EMD

As part of IATA's "Simplifying the Business" initiative, Qantas implemented EMD for Travel Agents globally in March 2014, replacing Virtual Multi-Purpose Documents (vMPDs).

**What is an EMD?** An EMD is an electronic industry standard method for documenting all airline related charges. There are two types of EMDs.

**(1) EMD-A (Associated):** Issued for chargeable services and products that must be linked to specific flight coupons on an e-ticket, for example, Qantas Seat Selection.

**(2) EMD-S (Stand-alone):** Issued for stand-alone payments e.g., Ticketing and Service Fee payments to the Qantas Industry Centre (QIC), Change Fee, Unaccompanied Minor Supervision Fees, Group Travel Deposits and Finals, Loyalty Memberships (Qantas Club, Frequent Flyer) and Prepaid Freight.

**RFIC / RFISC:** An RFIC is a Reason-For-Issuance Code. It defines which group of services an EMD belongs to. An RFIC can have multiple Reason-For-Issuance Sub-Codes (RFISCs) coded on 3 alphanumeric characters (examples: 99I, 0BT....).

**Exchange/Reissue an EMD:** A Qantas EMD cannot be reissued to another EMD.

**Void:** An EMD may be voided only on the date of issue by the original issuing office.

**Refund:** Payments for chargeable services and products may be auto refunded subject to the fare conditions and/or service type provided.

#### Status Codes:

EMD-A: the coupon status remains 'O' (Open) until used when it will show 'F' (Flown)

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

#### Seat Selection:

The sale of Seat Selection is available for ticketed customers via a GDS using EMD-A. A refund, where applicable, may be requested via the online refund form.

#### Change Fee:

Effective 01 July 2014, Change Fees must be receipted separately from tickets using EMD-S as Fee-Reissue/exchange (REIS).

#### Additional Baggage Allowance:

The sale of Additional Baggage Allowances will be available via the GDS using EMD-A. For further information refer to the Additional Baggage Allowance policy on the Qantas Industry Sales Site.

Where EMD-A for Additional Baggage Allowance is not available in your GDS, Travel Agents can continue to purchase via Manage Your Booking on qantas.com.

#### Technical Support:

For instructions on how to issue an EMD Including specific entries, formats and functionality, please refer to your GDS provider or these websites:

Amadeus: <https://mye-supportcentre.amadeus.com>

Sabre: <http://eservices.sabre.com>

Travelport (Apollo, Galileo and Worldspan): <http://www.ask-travelport.com>



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### Qantas Services Sold with EMD-S:

Commercial name	Service Code	RFIC	RFISC
<b>Group Travel:</b>			
Group Deposit	DPST	D	99A
Group Finals	DPSF	I	FIN
<b>Ticketing payments to Qantas:</b> 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
<b>Freight:</b>			
Pre-paid Freight	FRGT	C	0H1
<b>Loyalty Memberships:</b> (Qantas Club & Frequent Flyer memberships)			
Loyalty memberships	FTCL	A	QFF
<b>*Change Fee:</b> for Change Fees associated with the fare rule:			
Fee-Reissue/exchange	REIS	D	98I
<b>Unaccompanied Minor Supervision Fee:</b>			
UMNR Domestic	UMND	E	0BZ
UMNR International	UMNI	E	0B0

\*These codes may vary if utilising a GDS automated re-issue tool.

### Qantas Services Sold with EMD-A:

Commercial name	SSR	RFIC	RFISC
<b>Seat Selection:</b>			
Seat Assignment	RQST,SEAT	A	0B5
<b>Additional Baggage Allowance:</b>			
<b>Based on piece</b>			
Pre Paid Baggage		C	0CC
<b>Based on weight</b>			
upto 11LB 5KG Baggage		C	0CW
upto 22LB 10KG Baggage		C	0CZ
upto 33LB 15KG Baggage		C	0C1
upto 55LB 25KG Baggage		C	0C4
upto 35KG Baggage		C	0C7
<b>Applicable to Amadeus only for weight and piece</b>			
Pre Paid Baggage	XBAG	C	0AA

+SSR entries vary by GDS.