

Step 1. Check the ETKT issued

```

1P- 3LHUCP
  1.1CHAN/PETER.MR*ADT
  1 AY 70M 14OCT MO HKGHEL HK1 0025 0610 /O $ E
P- 1.0XR HKG 2868 3377 PILOT TRAVEL / PETER
T- 1.T/09MAR1122 1P/0XR/PC*E1059010023351
TKG FAX-AUTO PRICED FARE TYPE EX
G- 1.SSRTKNEAYHK1HKGHEL0070M14OCT- 1.1 .1059010023351C1
**** ITEMS SUPPRESSED ****/DH/ETA/DR
  
```

>*ETA

```

ETA- ELECTRONIC TICKET ACKNOWLEDGEMENT/AUTHORIZATION
  1.AY I 09MAR13 112252 ETR 1059010023351 - CHAN/PETER.MR
  
```

>ETR1

```

TICKET 1059010023351 CHAN/PETER.MR 3LHUCP/1P/0XR 9985835
CPN FROM/TO FLT DATE FBC STATUS
1 HKGHEL AY70 14OCT13 MOWHK OPEN FOR USE
  
```

```

>ETR VIEW TICKET DATA ( )
>ETR DISPLAY HISTORY ( )
>ETR VOID ELECTRONIC TICKET ( )
>ELECTRONIC REFUND AUTHORIZATION REQUEST ( )
>ETR REVALIDATION ( )
  
```

Step 2 : 輸入 SVC 航段

>0SVCAYEK1HKG14OCT-N1/D/992/CHANGE FEE/1000

```

1P- 3LHUCP
  1.1CHAN/PETER.MR*ADT
  1 AY 70M 14OCT MO HKGHEL HK1 0025 0610 /O $ E
  2 AY SVC 14OCT EK1 HKG-D/992/CHANGE FEE/NM-CHAN/PETER.MR//100
  0/HKD
P- 1.0XR HKG 2868 3377 PILOT TRAVEL / PETER
T- 1.T/09MAR1122 1P/0XR/PC*E1059010023351
TKG FAX-AUTO PRICED FARE TYPE EX
G- 1.SSRTKNEAYHK1HKGHEL0070M14OCT- 1.1 .1059010023351C1
**** ITEMS SUPPRESSED ****/DH/ETA/DR
  
```

Step 3 : 出 EMD

>EMDI#SM2#IC1059010023351#K0#\$MS/INVAGT#ERVALID ON AY ONLY

```
EMD GENERATED      TOTAL          1000
1059991020251      1000          CHAN/PETER

TAB AND ENTER TO REDISPLAY PNR >*3LHUCP(
```

▪ PNR 會顯示為：

```
1P- 3LHUCP
  1.1CHAN/PETER.MR*ADT
  1 AY  70M 14OCT MO HKGHEL HK1  0025  0610 /O $ E
  2 AY SVC 14OCT HI1  HKG-D/992/CHANGE FEE/NM-CHAN/PETER.MR/1059
991020251C1/1000/HKD
P- 1.0XR HKG 2868 3377 PILOT TRAVEL / PETER
T- 1.T/09MAR1122  1P/0XR/PC*E1059010023351
TKG FAX-AUTO PRICED  FARE TYPE EX
** ELECTRONIC MISC DOCUMENT LIST ** >EMDL(
G-  1.SSRTKNEAYHK1HKGHEL0070M14OCT-  1.1 .1059010023351C1
**** ITEMS SUPPRESSED ****/DH/ETA/DR
```

▪ EMD 出票後，PNR 內會出現：

- SVC segment 內的 status 會由 EK 轉為 HI
- 新增了 ELECTRONIC MISC DOCUMENT LIST ** >EMDL(

EMD - MULTIPLE PASSENGERS

每一個客人需建立各自的 **SVC SEGMENT** 航段

```
1P- 3LH7VZ
1.1CHAN/PETER.MR*ADT 2.1CHAN/MARY.MS*ADT
1 AY 70R 10OCT TH HKGHEL HK2 0025 0610 /O $ E
2 AY 69R 18OCT FR HELHKG HK2 2340 1430 #1/O $ E
P- 1.0XR HKG 2868 3377 PILOT TRAVEL / PETER
T- 1.T/09MAR1205 1P/0XR/PC*E1059010023353-354
TKG FAX-AUTO PRICED FARE TYPE EX
G- 1.SSRTKNEAYHK1HKGHEL0070R10OCT- 1.1 .1059010023353C1
2.SSRTKNEAYHK1HELHKG0069R18OCT- 1.1 .1059010023353C2
3.SSRTKNEAYHK1HKGHEL0070R10OCT- 2.1 .1059010023354C1
4.SSRTKNEAYHK1HELHKG0069R18OCT- 2.1 .1059010023354C2
**** ITEMS SUPPRESSED ****/DH/ETA/DR
```

- 輸入第一個客人的 **SVC** 航段

>0SVCAYEK1HKG10OCT-N1/D/992/DATE CHANGE FEE/888

- 輸入第二個客人的 **SVC** 航段

>0SVCAYEK1HKG10OCT-N2/D/992/DATE CHANGE FEE/888

- 完成輸入兩個客人的航段後, **PNR** 會顯示如下:

```
1P- 3LH7VZ
1.1CHAN/PETER.MR*ADT 2.1CHAN/MARY.MS*ADT
1 AY 70R 10OCT TH HKGHEL HK2 0025 0610 /O $ E
2 AY SVC 10OCT EK1 HKG-D/992/DATE CHANGE FEE/NM-CHAN/PETER.MR
//888/HKD
3 AY SVC 10OCT EK1 HKG-D/992/DATE CHANGE FEE/NM-CHAN/MARY.MS/
/888/HKD
4 AY 69R 18OCT FR HELHKG HK2 2340 1430 #1/O $ E
P- 1.0XR HKG 2868 3377 PILOT TRAVEL / PETER
```

- 發出第 1 名客人第 2 段 SVC 的 EMD

>EMDI#SM2#IC1059010023353#K5#\$MS/INVAGT

EMD GENERATED	TOTAL	888	
1059991020253		888	CHAN/PETER
TAB AND ENTER TO REDISPLAY PNR >*3LH7VZ(

- 發出第 2 名客人第 3 段 SVC 的 EMD

>EMDI#SM3#IC1059010023354#K5#\$CCVI4509361008710001P1015

EMD GENERATED	TOTAL	888	
1059991020254		888	CHAN/MARY
TAB AND ENTER TO REDISPLAY PNR >*3LH7VZ(

EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST

- 當 EMD 發出後，可於 PNR 內查看已出 EMD 票號

```

1P- 3LH7VZ
  1.1CHAN/PETER.MR*ADT  2.1CHAN/MARY.MS*ADT
  1 AY  70R 10OCT TH HKGHKL HK2  0025  0610 /O $ E
  2 AY SVC  10OCT HI1  HKG-D/992/DATE CHANGE FEE/NM-CHAN/PETER.MR
/1059991020253C1/888/HKD
  3 AY SVC  10OCT HI1  HKG-D/992/DATE CHANGE FEE/NM-CHAN/MARY.MS/
1059991020254C1/888/HKD
  4 AY  69R 18OCT FR HELHKG HK2  2340  1430 #1/O $ E
  5 AY SVC  18OCT EK1  HKG-D/992/CHANGE FEE/NM-CHAN/PETER.MR//120
0/HKD
P- 1.0XR HKG 2868 3377 PILOT TRAVEL / PETER
T- 1.T/09MAR1205  1P/0XR/PC*E1059010023353-354
TKG FAX-AUTO PRICED FARE TYPE EX
** ELECTRONIC MISC DOCUMENT LIST ** >EMDL(
G-  1.SSRTKNEAYHK1HKGHEL0070R10OCT-  1.1 .1059010023353C1
  2.SSRTKNEAYHK1HELHKG0069R18OCT-  1.1 .1059010023353C2
  3.SSRTKNEAYHK1HKGHEL0070R10OCT-  2.1 .1059010023354C1
  4.SSRTKNEAYHK1HELHKG0069R18OCT-  2.1 .1059010023354C2
  5.SSROTHS1PAYRESERVES THE RIGHT TO AUTOCANCEL OR SEND ADM
  6.SSROTHS1PIFNO TKT IS ISSUED BY 12MAR2013/2359 HKG TIME
  7.SSROTHS1PTIMELIMIT FOR THIS PNR WILL NOT
  8.SSROTHS1PCHANGE IF REBOOKED. FARE RULES STILL APPLY
**** ITEMS SUPPRESSED ****/DH/ETA/DR
    
```

- EMDL

```

EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
  1. AY 1059991020253 - CHAN/PETERMR
      I 09MAR13 041107 Z
      V 09MAR13 050150 Z SAC - 105LEMIZV4CF1
  2. AY 1059991020254 - CHAN/MARYMS
      I 09MAR13 041211 Z
**** END OF LIST ****
    
```

EMDD – EMD DOCUMENT DETAIL

- 查看已出的 EMD 內容
 - 直接輸入 EMD 票號 >EMDD1059991020251
再在 EMD DETAIL HISTORY 的 () 內輸入 X

```

>EMDD1
1059991020251      CHAN/PETERMR      3LHUCP/1P/0XR 99858356
CPN RFISC      DESCRIPTION      VALUE      DATE      STATUS
  1  D-992  CHANGE FEE      HKD      1000      USED
      EMD DOCUMENT TOTAL:  HKD      1000
>EMD DETAIL DISPLAY      (X)
>EMD VOID      ( )
>EMD REFUND      ( )
    
```

或 / OR

- 或於 EMDL 之後，用 EMDD1 來查看 第一張 EMD
再在 EMD DETAIL HISTORY 的 () 內輸入 X

```

>EMDL
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
  1. AY 1059991020253 - CHAN/PETERMR
      I 09MAR13 041107 Z
      V 09MAR13 050150 Z SAC - 105LEMIZV4CF1
  2. AY 1059991020254 - CHAN/MARYMS
      I 09MAR13 041211 Z
***** END OF LIST *****

>EMDD1
1059991020253      CHAN/PETERMR      3LH7VZ/1P/0XR 99858356
CPN RFISC      DESCRIPTION      VALUE      DATE      STATUS
  1  D-992  DATE CHANGE FEE  HKD      888      VOID
      EMD DOCUMENT TOTAL:  HKD      888
>EMD DETAIL DISPLAY      (X)
>EMD VOID      ( )
>EMD REFUND      ( )
    
```

EMDD 樣本

```

1059991020251      CHAN/PETERMR      3LHUCP/1P/0XR 99858356

***** EMD 1059991020251 COUPON 1 DETAILS *****

RFI: D-992 CHANGE FEE
DATE OF SERVICE:          QUANTITY OF SERVICES/FEES: 1
CPN AMT                   CPN STATUS           ESAC
HKD 1000                  FLOWN/USED           105LEMEEHDN17

PRESENT TO: FINNAIR
PRESENT AT: HONG KONG/HKG

***** EMD DOCUMENT DETAILS *****

ENDORSEMENT RESTRICTIONS:
  VALID ON AY ONLY

EMD FARE DATA
  BASE: HKD      1000
  EQUIV:
  TOTAL: HKD      1000

FOP: MS                                AMT:1000

NAME: CHAN/PETERMR
GDS PNR: 1P/3LHUCP
CARRIER PNR: 1A/6VJSEB

AGENCY: 0XR          TICKETING AGT ID:PC          IATA NBR:99858356
NAME/PLACE OF ISSUE: TICTAS SYSTEM AUTOMAT
DATE OF ISSUE:09MAR13
RELATED TO TKT: 1059010023351

>EMD REDISPLAY SUMMARY  ( )
>EMD VOID                ( )
>EMD REFUND              ( )
    
```

EMD VOID 註銷

- 直接輸入**EMD** 票號來註銷

> **EMDV1059991020251**

```
>EMDV1059991020251
EMD 1059991020251 VOIDED - SAC 105LEMIZV4CEZ
```

或 / OR

- **EMDL** 之後, 用 **EMDD1** 來查看第一張 **EMD**
再在 **EMD VOID** 的 () 內輸入 **X**

```
1059991020252      CHAN/PETERMR      3LHUCP/1P/0XR 99858356
CPN RFISC      DESCRIPTION      VALUE      DATE      STATUS
  1  D-992  CHANGE FEE      HKD      1000      USED
      EMD DOCUMENT TOTAL:  HKD      1000
>EMD DETAIL DISPLAY      ( )
>EMD VOID      (X)
>EMD REFUND      ( )
>
EMD 1059991020252 VOIDED - SAC 105LEMIZV4CF0
```


Reprint EMD Credit card Charge Form (CCCF) 重印信用卡收據

- 直接用 **EMDH** 輸入 **EMD** 票號
 - **EMDH1059991020252**
- 在最底部 **EMDH1059991020252#RD*** 的 () 內輸入 **X**
- 再在 **EMD CHARGE FORM** 的 () 內輸入 **PP**

```

>EMDH1059991020252

EMD HISTORY
1059991020252 - CHAN/PETERMR
                PTC/ADT
**ISSUE ENTRY**
AGENT EMDI#SM2#IC1059010023351#K0#$CCVIXXXXXXXXXXXXX0570PXXXX*
      Z12345#ERVALID ON AY ONLY#PP-C
**ISSUE DATA**
ISSUED 09MAR13 034026 Z 1P/OXR /PC
ISSUING RECORD LOCATOR 1P-3LHUCP
RFIC FINANCIAL IMPACT
FOP CCVIXXXXXXXXXXXXX0570 EXPXXXX M12345-HKD1000
AMT HKD1000
COMMISSION AMT
FCMI 1 - SVC MANUAL
ENDORSEMENT VALID ON AY ONLY
RELATED TKT 1059010023351
**SUPPORT DOCUMENTS**
CHARGE FORM
SENT TO PRINTER
**REQUEST SUPPORT DOCUMENTS**
>EMDH1059991020252#RD* (X )

**REQUEST SUPPORT DOCUMENTS**
1059991020252 DELIVERY METHOD

>EMD CHARGE FORM (PP)
>EMD AUDIT/AGENT ( )
>EMD CUSTOMER RECEIPT ( )
>
PRINT REQUEST PROCESSED FOR CHARGE FORM
    
```

Reprint EMD Customer Receipt 重印客人收據

- 直接用 **EMDH** 輸入 **EMD** 票號
 - **EMDH1059991020252**
- 在最底部 **EMDH1059991020252#RD*** 的 () 內輸入 **X**
- 再在 **EMD CUSTOMER RECEIPT** 的 () 內輸入 **PP**

```

>EMDH1059991020252

EMD HISTORY
  1059991020252 - CHAN/PETERMR
                PTC/ADT
**ISSUE ENTRY**
  AGENT EMDI#SM2#IC1059010023351#K0#$CCVIXXXXXXXXXXXXX0570PXXXX*
        Z12345#ERVALID ON AY ONLY#PP-C
**ISSUE DATA**
  VOIDED  09MAR13 035457 Z  1P/OXR /PC - SAC 105LEMIZV4CF0
  ISSUED  09MAR13 034026 Z  1P/OXR /PC
  ISSUING RECORD LOCATOR  1P-3LHUCP
  RFIC FINANCIAL IMPACT
  FOP  CCVIXXXXXXXXXXXXX0570 EXPXXXX M12345-HKD1000
  RFIC FINANCIAL IMPACT
  FOP  CCVIXXXXXXXXXXXXX0570 EXPXXXX M12345-HKD1000
  AMT  HKD1000
  COMMISSION AMT
  FCMI  1 - SVC MANUAL
  ENDORSEMENT  VALID ON AY ONLY
  RELATED TKT  1059010023351
**SUPPORT DOCUMENTS**
  CHARGE FORM
  SENT TO PRINTER
**REQUEST SUPPORT DOCUMENTS**
  >EMDH1059991020252#RD* (X )

**REQUEST SUPPORT DOCUMENTS**
1059991020252  DELIVERY METHOD

>EMD CHARGE FORM      ( )
>EMD AUDIT/AGENT     ( )
>EMD CUSTOMER RECEIPT (PP)
>
PRINT REQUEST PROCESSED FOR EMD CUSTOMER RECEIPT
    
```

Display EMD Agency Coupon 螢幕顯示 Agency Coupon

- 直接用 **EMDH** 輸入 **EMD** 票號
 - **EMDH1059991020252**
- 在最底部 **EMDH1059991020252#RD*** 的 () 內輸入 **X**
- 再在 **EMD AUDIT/AGENT** 的 () 內輸入 **DI**

```

>EMDH1059991020252

>EMDH1
EMD HISTORY
  1259991020343 - CHAN/PETER
                  PTC/ADT
**ISSUE ENTRY**
  AGENT EMDI#IC1251234567890#$CA#SM1
**ISSUE DATA**
  ISSUED  18MAR13 074431 Z  1P/0XR /PC
  ISSUING RECORD LOCATOR  1P-34HNJJ
  RFIC  FINANCIAL IMPACT
  FOP  CA
  AMT  HKD1500
  COMMISSION AMT
  FCMI  1 - SVC MANUAL
  ENDORSEMENT
  RELATED TKT  1251234567890
**SUPPORT DOCUMENTS**

**REQUEST SUPPORT DOCUMENTS**
  >EMDH1259991020343#RD*  (X  )

**REQUEST SUPPORT DOCUMENTS**
1059991020252  DELIVERY METHOD

>EMD AUDIT/AGENT      (DI  )
>EMD CUSTOMER RECEIPT (    )
    
```

EMD AGENCY COUPON 樣本

ISSUE DATE/18MAR13 AUDIT/AGENT 1 OF 1 ELECTRONIC
BRITISH AIRWAYS 5235/ 0XR /PC HK MISCELLANEOUS
TICTAS SYSTEM AUTOMATION LTD-TRAINING/CENTRAL HK DOCUMENT
99858356 34HNJJ/1P
CHAN/PETER

RELATED TKT 1251234567890

**** SERVICES **** RFIC-D
EMD NUMBER 125 9991020343
BA HEL 15DEC / 992 / CHANGE FEE
FCI1 NOT VALID FOR TRAVEL
HKD 1500
TAX FP/CA
HKD 1500

125 9991020343

EMD Daily Report 每日報表

- 用 DD 來查看當天的 REPORT
- 每個 EMD 票號前會有英文字母 "D" 作分辨

```

>DD
                DAILY DOCUMENTATION LOG
TICTAS SYSTEM AUTOMATION LTD-TRAINING      9985835      09 MAR 13
ITEM      GROSS P  S  A/L TKT NBR      NET AMT PSGR NAME INVOICE
000001    10402A      E1059010023351      9750 CHAN/PE
000002    9228A      E6189010023352      8639 CHAN/SY
000003    8107A      E1059010023353      7811 CHAN/PE
000004    8107A      E1059010023354      7811 CHAN/MA
000005    800A  V  D1059991020244      800 CHAN/PE
000006    800A  V  D1059991020245      800 CHAN/PE
000007    800A  V  D1059991020246      800 CHAN/PE
000008    800C  V  D1059991020247      800 CHAN/PE
000009    800A  V  D1059991020248      800 CHAN/PE
000010    800A  V  D1059991020249      800 CHAN/PE
000011    0A    V*D1259991020250      0 CHAN/PE
000012    1000A V  D1059991020251     1000 CHAN/PE
000013    1000C V  D1059991020252     1000 CHAN/PE
000014    888A      D1059991020253      888 CHAN/PE
000015    888C      D1059991020254      888 CHAN/MA
***** END OF REPORT *****

```