

**Get more confident on EMD issuance!!**

We wish to share with you answers to Frequently Asked Question(s) on EMD issuance, which will help to cut down on your time and also make your work simpler.

**1. How to check which airlines are EMD enable in Indian market.**

Entry to check which airlines are EMD enable in Indian market is **EGVD/CIN**

AIRLINES DISTRIBUTING EMD IN THE COUNTRY: IN					
4U	9W	AF	AK	AY	BA
CI	CX	DE	EK	HR	HV
JJ	JL	JP	KA	KC	KL
KQ	LH	LO	LX	LY	MI
MK	MS	OS	QF	QR	RJ
S2	SA	SK	SN	SQ	SV
TK	TO	U2	UU	YO	

**2. Can travel agents display EMD issued by an airline office and therefore perform follow- up transaction?**

Yes. This is possible only if an agreement is set-up between the airline and the travel agency.

**3. Can agent issue a single EMD for services having different reasons for Issuance?**

No. You must have the same reason for issuance for all services of a same EMD. Nevertheless, you can have up to 16 coupons per EMD, as for E- tickets.

**4. Can all forms of payment be used?**

Yes. However note that when using FPCC with a pre – approved code you need to enter the credit card number into TSM, i.e.: TMI/FP-CCVXXXXXXXXXXXXXXXXXX/0218/N1111.

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**5. Which transaction can be performed with an EMD?**

Technically speaking the following transactions can be performed on EMD:  
(both EMD-A and EMD-S)

- Issuance
- Display
- Cancellation
- Refund (and refund cancellation)
- Exchange (and exchange cancellation)
- History display

***Note!** Airlines may not allow travel agents to perform all transactions.*

**6. What do RFISC mean?**

The RFISC (Reason for Issuance Sub-Code) is secondary code qualifying the RFIC at coupon level.

Entry to display list of EMD services available for Airline.

**EGSD/VXX (Airline Code)**

LIST OF EMD SERVICES FOR AIRLINE: SQ					
	CODE	RFIC/SC	BOOK	TA ISS.	DESCRIPTION
1	PDVC	D/0BK	SVC	YES	Prepaid Voucher
2	MSCF	D/A22	SVC	YES	Miscellaneous Service Fee
3	HOTL	B/0B0	SVC	YES	HOTEL ACCOMODATION
4	DPST	D/997	SVC	YES	DEPOSIT
5	RSVT	D/991	SVC	YES	RESIDUAL VALUE FOR FUTURE AIR T
6	NRFA	D/111	SVC	YES	NON-REFUNDABLE AMOUNT
7	PENF	D/993	SVC	YES	PENALTY FEE

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