



Customer Vouchers

Guidelines on IATA standards

29 April 2020



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Legal Notices

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Introduction

Purpose of this document

This document seeks to address and provide a detailed description of the processes Airlines may wish to implement when issuing vouchers as a result of a flight cancellation, and then allowing vouchers to be redeemed. This document compliments the “Customer Vouchers – Information for Airlines” paper that provides high level information about the options Airlines have and some of the impacts on other members of the value-chain.

This document has been prepared by IATA with the oversight of standards development groups under the Passenger Standards Conference. This document is based on the various existing standards covering the Reservations, Ticketing, Enhanced Distribution Standards and Sales Reporting aspects related to the handling of vouchers.

Note that, the information contained in this document is based on Resolutions and Recommended Practices as adopted at the annual Passenger Standards Conference and published in the Passenger Standards Conference Manual effective from 1 June 2020 and applicable to IATA Member Airlines and airlines using the IATA Billing and Settlement (BSP). Different standards and rules for ticketing and sales reporting may apply for carriers operating in and sales made in the USA. Reference should be made to the Trade Practices Manual published by the A4A and the operating procedures of the Area Settlement Plan (ASP) in the USA published by ARC. BSP rules do not apply for sales reporting in the USA.

More detailed instructions on how to issue, accept, exchange, or reissue tickets and EMDs are published in the IATA Ticketing Handbook from which a number of extracts are used for illustration purposes throughout this document. The Ticketing Handbook and other detailed IATA publications are available for purchase from the [IATA Online Store](#).

What is a voucher?

When a flight is cancelled, passengers may change their plans to travel in the future or may receive a refund. Where new travel plans are not made immediately, the value of cancelled flights may be kept for future use.

This document uses the term “**voucher**” to describe any mechanism to provide credit to a customer (either directly by an Airline, or via a Travel Agent) that the customer may exchange for services in the future.

A voucher may reflect the value of a payment made for services that were unable to be delivered. A voucher may also reflect value offered over and above the amount of the original payment.



A voucher may take various forms, depending notably on the requirements imposed by local law, and the commercial decision of an individual Airline. There are several options available to Airlines to make vouchers available to customers within IATA standards and processes. This document addresses and describes the guidelines around the two common options that most of the Airlines are using today:

- The Electronic Miscellaneous Document (EMD), which is the industry standard for providing a voucher to a customer OR
- Using original tickets as a voucher

Whichever option is selected, it is important that each Airline provides transparency and flexibility for the customer. It is also important that Airlines clearly communicate their policy, considering and managing impacts on Travel Agents, payment providers and other stakeholders.

Changes to industry standards

This document describes IATA standards that are currently in effect. This document will not be further updated and any further changes and updates to these existing standards shall follow the recommendations of the current governance structure and processes. It is important to note that in parallel to the drafting of this document, different groups under the IATA Passenger Standards Conference are also looking at changes to existing standards (and new standards) to better support voucher processes. This includes, for example, standard processes to follow for the issuance and redemption of vouchers using Offer and Order management capability as described by the New Distribution Capability (NDC) initiative, IATA encourages all Airlines and stakeholders to actively participate in these activities. Please contact standards@iata.org.



Voucher creation as a result of flight cancellation

This chapter covers the guidelines and considerations to be followed in creation and issuance of the customer vouchers in the areas of Reservations and Ticketing and includes the two main deployed methods, in the form of an EMD-S or ticket.

2.1 Airlines considerations

2.1.1 Voucher in the form of the original ticket

Reservation considerations - PNR purge and synchronization aspects

Upon flight segment cancellation initiated by the operating carrier, if left untouched, both the Airline and Travel Agent PNRs may be purged depending on system configurations.

Today, there are no industry standards defined for purging PNRs, this is a system specific process.

Though most of the systems, on average, purge PNRs 72 hours after the date of the last segment (including segments in the history of the PNR).

It has been identified, that in some cases, Airlines need to retain a PNR and prevent it from being purged (also commonly referred to as "keeping the PNR alive") in order to have access to the various data stored including remarks, pricing records associated etc. An aspect to be remembered when opting for a solution, is the future synchronization of data between the PNRs.

Airlines should discuss this issue directly with their system providers, to discuss how configurations may be changed. Where configurations are not changed, the following methods are identified as possible options in order to prevent a PNR from being purged.

A. Adding a flight segment for PNR Retention

Insertion of a flight segment with a future date into the PNR would be the recommended method to prevent the PNR being purged and syncing back to the PNR owner. The date of the flight segment to be inserted with a future date will be determined by the Airline (e.g. 6 months from today).

Please note that this method would be applicable for carriers that have this functionality enabled with their system provider. In case this is not applicable, then default to Option B (see below).

When the Airline adds the flight segment into the PNR, a synchronization message could be triggered to the PNR owner that would ultimately prevent it from being purged.

B. Adding a Special Service Request for PNR Retention

In case Option A is not selected for use by the Airline, and potentially an internal solution with their system provider is selected, it is recommended that the Airline add an SSR OTHS to their PNR specifying how long a PNR is to be extended. The method by which the PNR owner actions the instruction provided in the free text of the SSR OTHS by the Airline is not described in this document and it is up to each Travel Agent/system capabilities.



It is important to note that the addition of the SSR OTHS needs to occur before the segments are cancelled in the PNR.

The format of the free text element of the SSR OTHS could be:

PSE KEEP PNR ACTIVE TILL 01DEC20

The two options described above would ensure that the information added in one PNR is synchronized with other PNRs (such as the PNR of the booking source) to advise that manual action is taken in order to prevent the PNR being purged.

It is important to note that if Option A above is used, the Airline needs to remove the added segments.

At this point in time it is assumed the PNRs are in sync and will not be purged unless specifically actioned to this extent.

C. Purged PNRs

For those PNRs that have been purged from the system and are no longer available, a new PNR will be required to create a new reservation.

[Ticketing considerations](#)

Airlines have an option to also extend the initial document validity and override (if they choose to do so) the initial rules and restrictions associated with the original document (ticket, EMD) for a potential re-issue or refund in the future. This would mean that the document itself would act as a future flight credit during the extended validity period.

Airlines that choose to implement this method should consider how best to communicate the policy and process to be followed for subsequent redeeming steps and perform internal system settings change to extend the validity of the ticket. This last point is applicable from both an Airline and a Travel Agent systems perspective. At this point in time, besides the PNR actions that need to be taken (highlighted above in 2.1.1), there are no other messages or transactions that would need to happen.

However, in order to ensure the feasibility of this method, the following needs to be considered from a future flight credit policy perspective as defined by each individual Airline:

- The date range of originally booked travel where the unused portion of travel may be exchanged for a new document;
- Issues surrounding the validity of the future flight credit, flexibility to use on other carriers or for other passengers;
- Flexibility to use for new routings, new fare types or new passenger types;
- Impacts if a child becomes an adult after the date of original travel or if an Infant becomes a child;



- The question of the applicability of fees when new travel plans are made (or the waiver of standard fees);
- Whether an EMD for residual value be issued if the ticket is used for travel of a lower value than the value of the future flight credit; the Reason for Issuance Sub Code in this case should be set to 99I. This value can be used for future transportation by the customer as described in IATA Resolution 722f;
- Whether the future flight credit can be refunded or used at a later date;
- Any other relevant requirements or restrictions from a customer perspective;
- Any instructions for ticketing agents on the issuance of new tickets (for example specific text to enter in the endorsements / restrictions field) in exchange of the original ticket;
- Processes for existing EMDs issued for ancillary services, or group deposits etc.

IATA can process and accept transactions through the BSP in case Airlines decide to extend their ticket validity period up to 24 months. The applicability of the extension is subject to each Airline's policy. IATA is assessing the feasibility on providing a centralized source of information for Airline policies.

Clear communication should be made to the customer outlining the validity and conditions relating to the future flight credit that remains on the ticket.

It is important that Airline advise the Acquirer of any tickets which are no longer associated with specific travel plans and are being used as a future flight credit. Airlines are encouraged to discuss with their Acquirers under which conditions they could consider removing those transactions from their risk pool. This information could be automatically produced from a ticket server database using records obtained from a reservation database (identifying defined PNR elements), or by using other filters. Airlines should discuss this with system providers.

2.1.2 Voucher in the form of EMD

Reservation considerations - PNR purge and synchronization

Please refer to chapter 2.1.1 above.

Ticketing considerations -Voucher generation

Carriers should coordinate with their respective system providers for automated processing of the exchange/refund calculation superseding the initial fare rules/restriction, as filed by the Airline.

It is assumed the Airline has obtained the consent from the passenger for providing the voucher, subject to applicable laws and regulations.

Once the EMD-s has been generated (in exchange for the original ticket) it is to be communicated back to the Airline by using an SVC segment indicating the EMD number.



A Settlement Authorization Code (SAC) is also generated for the original ticket. More information on SAC can be found in the latest edition of the Ticketing Handbook Chapter 1.2.4 "Settlement Authorization Code (SAC)".

Additionally, the Airlines will need to ensure their back office financial processes can handle the transfer of a TFC originally paid to a generic value document and potentially subsequently used to pay a different tax.

Once the EMD-s has been generated (in exchange for the original ticket) it is to be communicated back to the Travel Agent by using SSR OTHS. The format of the free text element should be:
TKT 999-2429605815 EXCHANGED FOR EMD 899-8240729875

It is important to note that Airlines need to inform their Acquirers when an EMD voucher has been issued as well as retain proof of the customer EMD voucher acceptance for use in potential chargeback situations related to the original document.

The process of issuing the EMD voucher to the customer by the Airline agent is complete. The expected outcome is:

- PNRs are not purged and in sync (if applicable)
- Initial document coupons are set to Exchanged status
- EMD voucher is generated and shared with the customer and the Travel Agent

2.2 Travel Agent considerations

The considerations described in this section are based on the perspective that the initial booking and sale have been performed by a Travel Agent.

It is also assumed that segments in the PNR have been or will be cancelled by the operating carrier using the established messaging standards in place.

2.2.1 Voucher in the form of the original ticket

Reservation considerations - PNR purge and synchronization aspects

Please refer to section 2.1.1



Ticketing considerations - Voucher generation

There are no expected actions required by a Travel Agent, other than potential requirements coming from the Airline and described in their policy. Travel Agents should coordinate with their system provider on any potential settings required in order to cater for the extension of the Ticket validity within their system provider ecosystem.

2.2.2 Voucher in the form of EMD

Reservation considerations - PNR purge and synchronization

Please refer to chapter 2.1.1 above.

Ticketing considerations- Voucher generation

It is assumed the Travel Agent is authorized by the Airline to exchange the ticket document issued against the itinerary into an EMD-S. This needs to be explicitly mentioned in the Airline policy or bilaterally agreed between the parties. Here is a list of elements that an Airline may want to include or address in its EMD voucher policy:

- the date range of originally booked travel where the unused portion of travel may be exchanged for an EMD voucher;
- guidelines with regards to partially used tickets, and how values will be calculated.;
- issues surrounding the validity of the EMD voucher, and flexibility to use on other carriers or for other passengers;
- the question of the applicability of fees when new travel plans are made (or the waiver of standard fees);
- If the EMD voucher is used for travel of a lower value, what are the options available to a Travel Agent (residual balance, refundable balance or new EMD voucher etc.);
- whether the EMD voucher can be refunded at a later date;
- any instructions for Travel Agents on the issuance of the EMD voucher (for example specific text to enter in the endorsements / restrictions field), and use of reason for issuance codes and sub-codes;
- any instructions for Travel Agents on the issuance of new tickets (for example specific text to enter in the endorsements / restrictions field);
- whether existing EMDs issued for ancillary services should be processed as part of the EMD voucher issuance process, or whether these should simply be left open to be re-associated to new tickets when future travel plans are finalized;
- position with regard to government- and/or airport- related taxes, fees and charges, or any other categories of fees;
- any other relevant requirements or restrictions from a customer perspective.



The Travel Agent is to populate the EMD-S fields based on the policy previously communicated by the Airline.

It is also assumed the Travel Agent has obtained the consent of the passenger to provide the EMD voucher, subject to applicable laws and regulations.

Subject to each Airline's individual policy, below some best practices are provided for reference in exchanging the document against an EMD-S:

- Reason for Issuance Code (RFIC) should be set to D – Financial Transaction
- Reason for Issuance Sub Code (RFISC) should be set to 98B – Transportation Credit Voucher
- The form of payment (FOP) of the original document should be carried over to the exchanged document. In the case of original FOP is credit card, then the code "CC" should be carried over
- It is expected that the amount the passenger paid and that can be used against a future travel date to be the one on the EMD voucher (including all taxes, fees and charges that fall within this category), subject to each Airline's individual policy, taking into account applicable laws and regulations. This total amount should be populated in the exchange value field of the EMD-S
- Consideration on instructions for calculating the credit value to be moved from the initial document to the EMD-S that Airlines would have to disclose either within their policy or bilaterally with the Travel Agent
- The Travel Agent will need to ensure their back office financial processes can handle the transfer of unused Fare, taxes, fees and charges originally paid, onto the EMD voucher as a single value in the Fare and exchange value fields and the total reflects NOADC
- Note: As per IATA Resolution 725 Paragraph 1.4.2 Value Limits, the value limit for an EMD issued for unspecified transportation and other services is not to exceed USD750.00 or equivalent at the Bankers Selling Rate (BSR). This limitation is not actually linked to a specific Reason for issuance code or sub-code, it applies whenever an EMD is issued to which this paragraph of the resolution applies. As the EMD voucher is generated in exchange of an original transportation document, the value limit of the EMD does not apply
- Allowance, travel validity, restrictions or rules associated to the EMD voucher need to be clearly specified based on the Airline policy previously communicated to the Travel Agent. EMD-S data elements such as "Description", "Remarks", "Service remarks", "Refundable indicator", "Endorsement", "Validity" are to be used for this purpose
- In the case of a partially used ticket, guidelines need to be provided to Travel Agents on how to calculate the value of unused coupons



Once the EMD-S has been generated (in exchange for the original ticket) it is to be communicated back to the Airline by using an SVC segment indicating the EMD number. Please refer to AIRIMP 2.10.6 for further details.

At this point a Settlement Authorization Code (SAC) is also generated for the original ticket. More information on SAC can be found in the latest edition of the Ticketing Handbook chapter 1.2.4.

It is important to note that Travel Agents need to also retain proof of the customer voucher acceptance and share this with the Airline for use in potential chargeback situations.

At this point in time the process of issuing the EMD voucher to the customer by the Travel Agent is complete. The expected outcome is:

- PNRs are not purged and in sync (if applicable)
- Initial document coupons are set to Exchanged status
- EMD Voucher is generated and shared with the customer and the Airline

3. Voucher usage and exchange

3.1 Airlines considerations

The Airline may coordinate with their respective system provider on potential automation functionalities available for their particular setup (not all options may be available).

3.1.1 Voucher in the form of an EMD-S

Once new travel plans are confirmed, reservations may be confirmed within the original PNR or a new PNR. Pricing on the new itinerary can be completed under existing processes using current valid fares at the time the new document is to be issued. The EMD-S voucher is to be exchanged into a new document.

Each Airline must independently design its voucher policy, which may provide for different scenarios. Different use cases are outlined below:

- a. New document value is higher than the transportation credit

The normal process of additional collection is to be followed in this case

- b. New document value is lower than the transportation credit

Subject to Airline policy, the residual value may be returned in the form of an EMD-S or refunded



- c. New document value is the same as the transportation credit

The normal exchange process with NOADC is to be followed in this case

3.1.2 Voucher in the form of the original ticket - using original coupons value as credit for new travel

Once new travel plans are confirmed, reservations may be confirmed within the original PNR or a new PNR. Pricing the new itinerary can be completed under existing processes using current valid fares at the time the new document is to be issued. Carriers should coordinate with their respective system providers for automated processing of the exchange/refund calculation superseding the initial fare rules/restriction, as filed by the Airline.

Subject to Airline policy, depending on the usage values of the original ticket, the following scenarios have been identified:

- A. Original ticket totally unused

The process of exchanging or re-issuing totally unused tickets in the various scenarios resulting in additional collection, residual balance (RFISC 99I or 98B) or NOADC is described in the Ticketing Handbook in Chapter 6.8 "Exchange process – totally unused tickets" or 6.7 "Ticketing–Reissue Process".

- B. Original ticket partially used

The process of re-issuing partially used tickets in the various scenarios resulting in additional collection, residual balance (RFISC 99I or 98B) or NOADC is described in the Ticketing Handbook in Chapter 6.7 "Ticketing–Reissue Process".

3.2 Travel Agent considerations

3.2.1 Voucher in the form of an EMD-S

Once new travel plans are confirmed, reservations may be confirmed within the original PNR or a new PNR. Pricing on the new itinerary can be completed under existing processes using current valid fares at the time the new document is to be issued. The EMD-S voucher is to be exchanged into a new document.

In order for the Travel Agent to be able to exchange the Airline issued voucher the Airline needs to enable the display and exchange of the EMD Voucher.



Different use cases are outlined below:

- a. New document value is higher than the transportation credit

The normal process of additional collection is to be followed in this case

- b. New document value is lower than the transportation credit

Subject to Airline policy, the residual value may be returned in the form of an EMD Voucher or an EMD for the refundable balance

- c. New document value is the same as the transportation credit

The normal exchange process with NOADC is to be followed in this case

3.2.2 Voucher in the form of the original Ticket - using original document value as credit for new travel

Once new travel plans are confirmed, reservations may be confirmed within the original PNR or a new PNR. Pricing the new itinerary can be completed under existing processes using current valid fares at the time the new document is to be issued.

Carriers may coordinate with their respective system providers for automated processing of the exchange/refund calculation superseding the initial fare rules/restriction, as filed by the Airline.

Alternatively, for manual processing of transactions Travel Agents should follow the instructions received from the Airlines such as adding waiver codes or specific text entries in the endorsements/restrictions field etc.

Subject to Airline policy, depending on the usage values of the original document, the following scenarios have been identified:

- A. Original document totally unused

The process of exchanging or re-issuing totally unused documents in the various scenarios resulting in additional collection, refundable balance (RFISC 996) or NOADC is described in the Ticketing Handbook in Chapter 6.8 "Exchange process – totally unused tickets" or 6.7 "Ticketing–Reissue Process".

- B. Original document partially used



The process of re-issuing partially used documents in the various scenarios resulting in additional collection, refundable balance (RFISC 996) or NOADC is described in the Ticketing Handbook in Chapter 6.7 "Ticketing–Reissue Process".

4. Voucher usage and exchange via Enhanced Distribution Standards

This section describes the guidelines around using the existing standard flows for consuming a voucher programmatically using the Offer and Order messages of the Enhanced Distribution Standards to create or modify an existing Order.

This documentation has been drafted by the industry but is not an endorsed standard (as found in the implementation guide). This has been drafted with ATSB 20.1 and earlier standard flows and the ATSB Release 17.2 schemas and later, in mind.

These guidelines will be reviewed with the Offer, Order and Customer Payment Groups and subject to change. The implementation guide can be found at: <https://guides.developer.iata.org/docs>

This section addresses more into details the following three scenarios:

Re-shopping an existing Order using a Document (Ticket or EMD)

This scenario assumes an existing Order is still available and retrievable in the Airlines OMS via the Offer and Order messages. In this scenario, the Seller simply re-shops for new flights and services using the standard re-shopping flows.

Paying for a new Order using a Document (Ticket or EMD)

This scenario assumes there is no current Order and a new Order needs to be created. This follows the same standard flow to create a new order with deferred payment. At this stage, an Order is created, and the Voucher can be consumed using Order Change following the same flow as the first scenario.

Paying for a new Order Using an asset that is not an Order nor a Document (Voucher)

Voucher can be used as a form of payment for any sale done on NDC channel using the classic initial sale flow.

4.1 Paying for an existing Order using a document (Ticket or EMD)

An existing Order can be changed using the current Offer and Order re-shopping messages using the current Change of Itinerary flow, see this flow on the [Implementation Guide website](#).



Initially the Airline could send an OrderChangeNotif advising the Seller there was a change to the Order and a Ticket or EMD is available for reuse. The Seller could then, at a later stage, retrieve the Order from the Airline to refresh the Order prior to making the customers desired change.

The change flow would commence using OrderReshop. The Customer would choose their new flights as per normal to which the Seller would forward the request to the Airline including the Customers voucher information in OrderReShopRQ. The Airline can return the price differential taking into account the voucher value when returning new Offers.

Once the Customer has selected the new Offer, the Offer can be sent through OrderChangeRQ with any additional payment information, if required, to execute this change.

The OrderViewRS message will return the updated Order and ticket information. If there is any residual value on the voucher (be it an EMD or Ticket) this can also be shown in the response, at this stage.

[Additional Information needed from the Seller](#)

OrderReshopRQ

Requires the Seller to add the document Information to the request including the document number, document type and associated passenger.

OrderChangeRQ

If the Voucher is a document then no additional information is needed in Payment Method, as the document information will already be known by the Airline from the selected Offer.

OrderViewRS

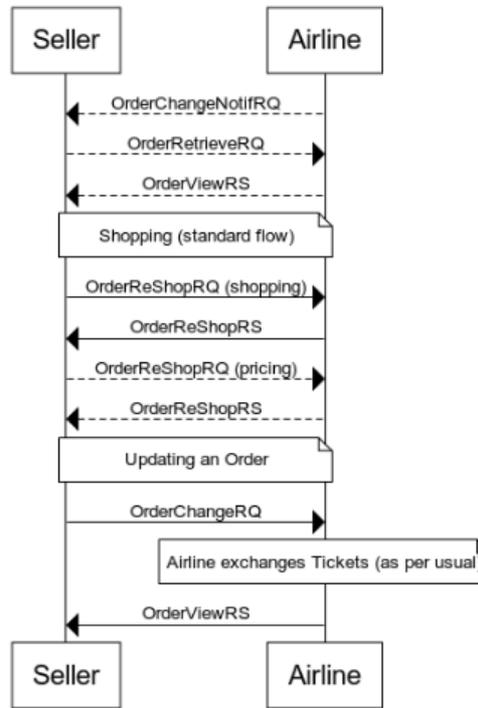
Airline may send back the previously exchanged tickets with the 'Exchanged' status along with any new documents which show a residual value after the Order has been purchased.

[Suggested Message Flow](#)

The below flow is a guideline based off the standard [Change of Itinerary](#) flow found on the Implementation Guide.



Reshopping an Impacted Order



4.2 Paying for a new Order using a document (Ticket or EMD)

A new Order can be created using the current Offer and Order shopping flow as described on the [Implementation Guide](#) for shopping and ordering using deferred payment. Initially the Seller would shop for flights and ancillaries as per normal up to the point of order creation, where the Seller would then use the deferred payment flow. The Seller would create the order without payment and receive the Order information in OrderViewRS along with a payment time limit.

At this stage, the same flow is used as *Paying for an Existing Order using a Document (Ticket or EMD)*; the Seller will send in the document information using OrderReshop to get the differential between the document value and the amount owing for the Order. The Airline may need the document number, document type, and the association with the passenger.

Once the Customer confirms the intention to commit, OrderChange can be used to change the Order with the selected Offer and any additional payment required.

The OrderViewRS message will return the updated Order and ticket information. If there is any residual value on the voucher (be it an EMD or Ticket) this can also be shown in the response, at this stage.

Additional Information needed from the Seller

OrderReshopRQ

Requires the Seller to add the document Information to the request including the document number, document type and associated passenger.



OrderChangeRQ

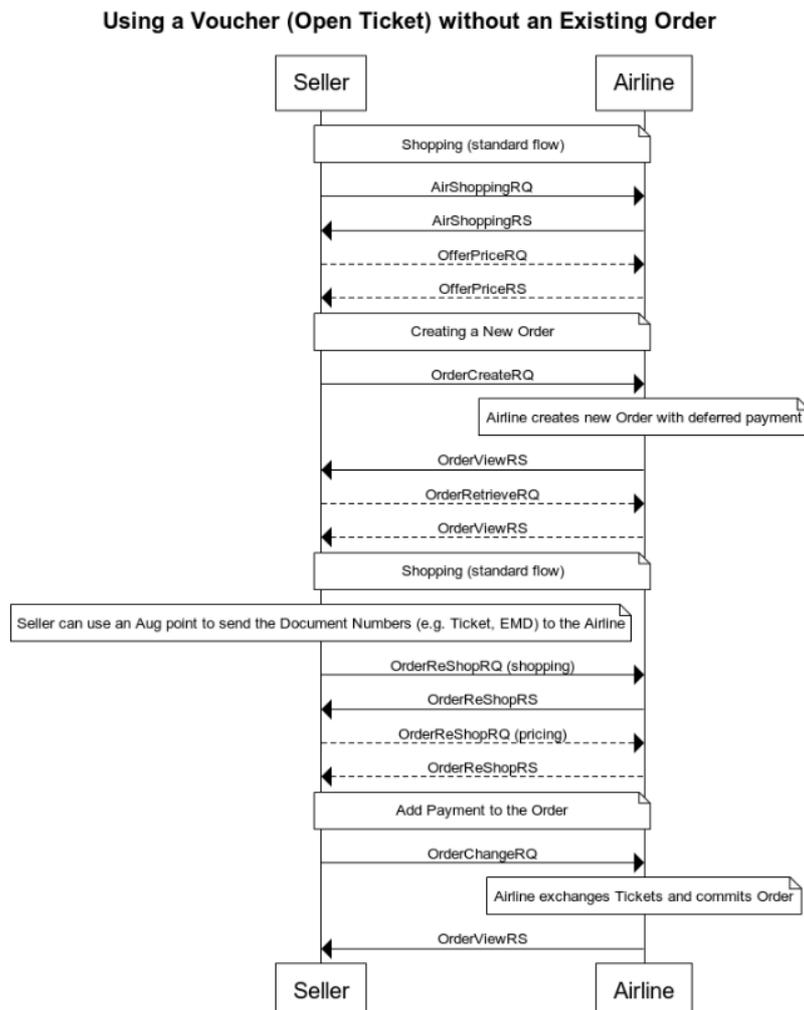
If the Voucher is a document then no additional information is needed in Payment Method, as the document information will already be known by the Airline from the selected Offer.

OrderViewRS

Airline may send back the previously exchanged tickets with the 'Exchanged' status along with any new documents which show a residual value after the Order has been purchased.

Suggested Message Flow

The below flow is a guideline based off the standard [Shopping and Ordering with Deferred Payment](#) and [Change of Itinerary](#) flow found on the Implementation Guide.





4.3 Paying for a new Order using an asset that is not an Order or a document (Voucher)

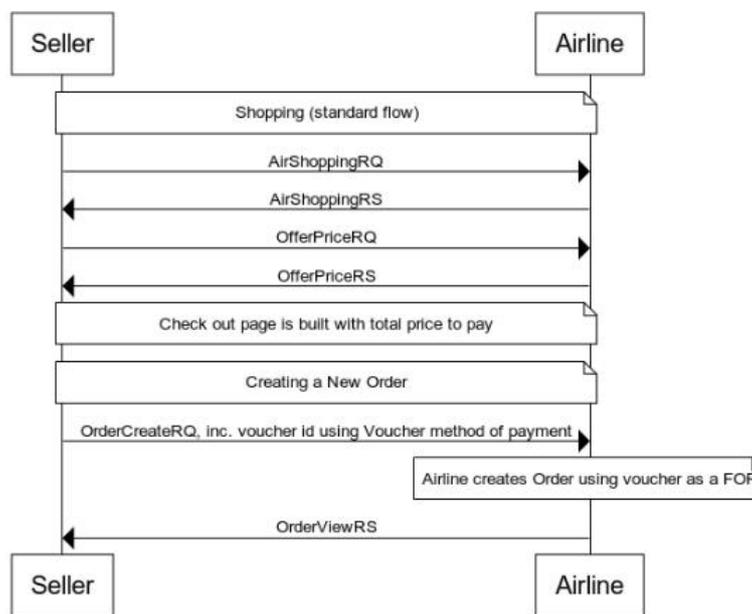
As an additional scenario, any Airlines using vouchers outside the context of a document or order may simply use the standard [Shopping and Ordering with Instant Payment](#) flow. A new Order can be created using the current Offer and Order shopping flow (AirShopping, OfferPrice, OrderCreate).

The Seller would shop for flights and ancillaries as per normal up to the point of order creation, where the Seller would then simply add the Voucher as a Form of Payment along with any additional form of payments needed.

The OrderViewRS message will return the updated Order. If the Airline is using NDCLink, the reporting of the payment should note that the value of the voucher is already stored on the Airline side (and not treated as cash).

Suggested Message Flow

The below flow is a guideline based off the standard [Shopping and Ordering with Instant Payment](#) found on the Implementation Guide.





5. Sales Reporting (IATA DISH Standards)

IATA BSP DISH (Data Interchange Specifications Handbook) Standards have been developed to reflect a worldwide data interchange standard to be implemented globally by all Billing and Settlement Plans (BSPs) ensuring the highest possible quality data is exchanged between BSPs, Airlines and strategic partners. The DISH standards specify the formats used in BSPs for the Agent Reporting (RET) and Airline Accounting/Sales (HOT).

For sales reporting purposes, it is expected that the customer vouchers would be reported by using the below DISH standards/data elements.

Please check with your ticket system provider their ticketing and sales reporting capabilities to ensure that they can issue EMD vouchers in exchange of a ticket;

- **EMD Reason for Issuance Sub-code (EMSC):** EMSC is sub-code indicating the detail of the service or product for which the EMD has been issued. EMSC is equivalent to RFISC in ticketing terms.

This shall be supplied based on the service fee sub code defining the service, and as instructed by the fee owning carrier.

Suggestion is to use RFISC= 98B (Transportation Credit Voucher).

Please check with your ticket system provider if this code is supported.

- **Form of Payment Type (FPTP):** FPTP is the Form of Payment type consisting of a minimum of a two-letter code.

It is expected that the FOP on the vouchers would always be Exchange, so FPTP should be EX (Exchanged document number which will be the original ticket).

The Exchanged ticket and relevant coupons will be reported in FPAC (Form of Payment Account Number) data element.

It is expected that the exchanges will be issued and reported without any additional collection from the passenger, so the total amount reported on the EMD will be zero.

- **Form of Payment Account Number (FPAC):** FPAC is an account number to supplement the Form of Payment

For Exchanged documents, FPAC contains the ticket/document number of the exchanged document (i.e. the "Issued in Exchange For" entry) and includes the Airline Code and the actual exchanged coupon number(s). At least one valid exchanged coupon number must be entered. All exchanged coupon numbers must be reported in FPAC.



If FPTP contains "EX" then FPAC must have the format of a ticket/document/coupon number(s).

- **EMD Coupon Value (EMCV):** EMCV is the coupon value assigned to the EMD service or product reported in the currency of payment of the transaction (CUTP).

EMCV is expected to contain the Customer Voucher value. Also, the value is expected to be reported in FARE/EQFR elements, as applicable.

6. Other technical considerations

The functionality of exchanging tickets to EMDs and EMDs to tickets is supported onward from the 08.1 EDIFACT version. The exchange from an EMD to ticket is supported in the message type 12. The exchange from ticket to an EMD is supported in the message type 14.

7. Glossary

PNR	Passenger Name Record
SSR	Special Service Request
EMD	Electronic Miscellaneous Document
EMD-S	EMD - Standalone
FOP	Form of Payment
OMS	Order Management System
Agent	Travel Agent
TFC	Taxes Fees and Charges