

**ANCILLARY SERVICES FULFILMENT THROUGH EMD WITH  
GDS SABRE**

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## 1. Purpose of this document

This document describes the Alitalia procedures for collecting ancillary services through Sabre GDS by travel agents and replaces the previous procedure that has been distributed on 2008 based on the issuance of the V-MPD.

Through the delivery of the EMD (electronic miscellaneous document) product in the Sabre system, the travel agent will be able to issue an electronic document, similar to an electronic ticket, in order to collect the following air extras:

- Standard extra baggage charges (including extra size/weight charge)
- Standard sporting equipment
- Lounge access

The procedure of collection of special services charges (e.g. STCR – OXYG – EXST – PETC – AVIH etc.) based on V-MPD usage will still be in place.

## 2. Ancillary services payment in connection with Alitalia flights

Alitalia will accept EMD as payment method for ancillary services on its flights. The procedure described in this document applies to Travel Agents located in :

**Argentina**  
**Belgium**  
**Brazil**  
**Canada**  
**Greece**  
**Italy**  
**Israel**  
**Poland**  
**Romania**  
**Spain**  
**Turkey**  
**Great Britain**  
**USA**  
**Venezuela**  
**Egypt**

The services will be saleable either on Alitalia and on Alitalia group carriers (Air One and C.A.I. First) operated flights ( airline codes: AP/XM).

## 3. General information about EMD

The EMD is the electronic document approved by IATA for collecting the ancillary and financial services on behalf of airlines and it is described in the Ticketing Handbook manual.

There are two types of EMD depending of the type of service:

**EMD associated (EMD-A):** it is associated to the ET itinerary issued in conjunction and its details are displayed in the PNR through an SSR (SSR ASVC).

Its usage is linked with the ET one therefore it is updated with the same status.

It is usually used to collect extra baggage charges but it could also be used for other services not strictly connected with the flight.

The information of the ET in conjunction is mandatory in the document.

**EMD stand-alone (EMD-S):** it is issued independently of the flights and depending on the type of services for which it is issued can be closed out upon issuance or subsequently used for refund or reissue.

It is used to collect optional services offered by the carrier (e.g. t-shirt, kennel etc) or to collect penalties, group deposit, issue refundable balances etc.

Its purpose is similar to the MCO one.

The information of the ET in conjunction is optional.

**Sabre only supports EMD-A with Alitalia at the moment**

#### 4. Reservation service process

The agent shall book the service prior to issue an EMD with Alitalia.

The reservation is performed through a specific SSR (SSR ASVC).

Upon receiving this message, the Alitalia system will respond with a positive response including the request of issuance of an EMD or with a negative response in case the service is not payable via an EMD.

Once an EMD is issued, the SSR will be updated with the document number.

It possible to book up to six services for a single route.

Furthermore Alitalia system applies a control on maximum number of certain services of the same type saleable for a single flight.

AZ marketing flights operated by other carriers are not bookable, with exception of AZ marketing flights operated by XM and AP .

Flights departing from some stations are not eligible for EMD as the local check-in system does not support such service.

Please refer to the technical documents provided by Sabre for concerned system entries

#### 5. Issuance of the EMD

## ALITALIA – ANCILLARY SERVICES FULFILMENT

Alitalia distributes the ancillary service rates to all GDS therefore all services are automatically priced.

Please find below the service features saleable through Sabre in this first phase.

Ancillary service	Ancillary service as displayed in Sabre system	EMD type	Refundable service	Notes
Extra checked baggage up to 23 kg	<ul style="list-style-type: none"> <li>• First extra piece</li> <li>• Checked bag second</li> <li>• Checked bag third</li> <li>• Checked bag fourth</li> <li>• Checked bag fifth</li> <li>• Checked bag sixth</li> </ul>	associated	Yes	It is a commissionable service. It is possible to issue one EMD only for each type of service.
Extra weight/size of extra piece of baggage	<ul style="list-style-type: none"> <li>• Excess size PC</li> <li>• Excess weight PC</li> </ul>	associated	Yes	It is applicable in case of prepaid extra weight (from 23 to 32kg) and extra size (from 158cm to 203cm) of the extra piece of baggage. It is a commissionable service.
Standard sporting equipment up to 23kg	Sporting equipment	associated	Yes	It is applicable for prepaid sporting equipment as below: Waterski/scuba/golf/angling/polo It is a commissionable service.
Snowboard	Snowboard up to 23 kg	associated	Yes	It is a commissionable service
Ski equipment	Ski equipment up to 23kg	associated	Yes	It is a commissionable service
Lounge access	Lounge access	associated	Yes	The service is reserved to Millemiglia/Club Ulisse customers only. The lounges are located in FCO - LIN - TRN – CTA - PMO – VCE – JFK – NAP airports. It is a commissionable service.

Alitalia is working with Sabre in order to implement further services that will be soon available.

The EMD issuance updates the company's reservation system in real time therefore it is no more necessary to show any paper document to the check-in staff.  
However it is suggested that the customer will bring the payment receipt with him for any inspection.

Please refer to the technical documents provided by Sabre concerning the reservation service.

#### **6. EMD refund**

The EMD is refundable under the same conditions of an ET.

Please refer to the technical documents provided by Sabre concerning the reservation service.

In case of refund it is recommended to cancel the SSR ASVC related to the service.

#### **7. Impact on EMD in case of associated ET change**

In case of exchange or revalidation of the associated ET, the association between the two documents is automatically interrupted.

If there is the need to transfer the service on the new flight of the ET, as Sabre doesn't allow the EMD exchange yet, the document must be refunded and a new EMD must be issued.

In this way the PNR is updated with the new SSR ASVC linked to the new flight.

#### **8. Impact on EMD in case of schedule change**

Following a schedule change on PNRs where a service has been booked, the agent shall rebook the service on the new flight.

If the EMD has been already issued, the agent is not asked to do anything since Alitalia will re-associate the service to the new flight automatically.