

Galileo EMD: commands and how-to

Electronic miscellaneous documents: seats, bags and other services. The entries with their forms, then every step-by-step answer of this part of GateRoam's Galileo guide.

9

entries

6

step-by-step answers



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EMD

Electronic miscellaneous documents: seats, bags and other services.

Entries

***DAS** Displays the ancillary services booked in the booking file.

BASIC

*DAS	Shows the booked ancillaries
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Step by step: [How do I display an EMD in Galileo?](#) · [How do I sell an extra bag with an EMD in Galileo?](#) · [What is an EMD in Galileo?](#)

***SI** Display all SSRs and OSIs.

BASIC

*SI	Shows the DOCS, DOCO and DOCA lines
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Step by step: [How do I display an EMD in Galileo?](#) · [How do I issue an EMD in Galileo?](#) · [How do I sell an extra bag with an EMD in Galileo?](#)

EDOC Shows the active EMD stock.

BASIC

EDOC	Shows your active EMD stock
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Step by step: [What is an EMD in Galileo?](#)

EMDD Shows one EMD, by list number or 13-digit document number.

BASIC

EMDD1	Shows the summary of EMD 1 from the list
EMDD2201234500101	Opens an EMD by its document number

Step by step: [How do I display an EMD in Galileo?](#) · [How do I refund an EMD in Galileo?](#) · [How do I void an EMD in Galileo?](#)

EMDH Shows the history of an EMD, by list number or document number.

BASIC

EMDH1	Shows the history of EMD 1 from the list
EMDH2201234500101	Shows the history of an EMD by its number

Step by step: [How do I display an EMD in Galileo?](#) · [How do I refund an EMD in Galileo?](#)

EMDI Issues an EMD: EMD-A with /IC plus ticket, EMD-S with /SM.

INTERMEDIATE

EMDI/IC2201234500012	Issues an EMD-A linked to e-ticket 2201234500012
EMDI/IC2201234500012/P1	Same, for passenger 1 only
EMDI/IC2201234500012/RC	Issues only services with RFIC C (paid baggage)
EMDI/IC2201234500012/S1.4	Selects segments 1 and 4
EMDI/IC2201234500012/G2	Selects service line 2 of *SI (must be an ASVC line)
EMDI/IC2201234500012/FS/P1/RA	Passenger 1, paid in cash, RFIC A (paid seat)
EMDI/IC2201234500012/PE-R	Issues and e-mails the receipt to the first e-mail in the booking file
EMDI/SM1	Issues an EMD-S for manual service segment 1
EMDI/SM3/IC2201234500012	EMD-S for service segment 3 (a change fee) linked to the ticket
EMDI/IC2201234500012/P1/RA	Issues an EMD-A for passenger 1's seat (RFIC A)

Step by step: [How do I issue an EMD in Galileo?](#) · [How do I sell an extra bag with an EMD in Galileo?](#) · [How do I book a paid seat in Galileo?](#)

EMDL Lists the EMDs of the booking file.

BASIC

EMDL Lists the EMDs issued in the open booking file

Step by step: [How do I display an EMD in Galileo?](#) · [How do I issue an EMD in Galileo?](#) · [How do I refund an EMD in Galileo?](#)

EMDP EMD tables: issuing airlines (EMDP/M) and interline agreements (EMDP/IA*).

BASIC

EMDP/M Lists airlines that distribute EMDs in the country of your PCC
EMDP/IA*LH Lists carriers with an EMD interline agreement with validating carrier LH
EMDP/IA*-OS Lists carriers that can validate ancillaries provided by OS

Step by step: [What is an EMD in Galileo?](#)

EMDV Voids an EMD, by list number or 13-digit document number.

INTERMEDIATE

EMDV1 Voids EMD 1 of the list
EMDV2201234500101 Voids an EMD by its 13-digit number (airline code included)

Step by step: [How do I void an EMD in Galileo?](#)

Step by step

What is an EMD in Galileo?

An EMD is the airline document for money that is not the fare: bags, seats, change fees. An EMD-A is linked to an e-ticket, an EMD-S stands alone. EMDP/M lists the airlines issuing EMDs in your country and EDOC shows your EMD stock.

When

An EMD (electronic miscellaneous document) is the airline document for money that is **not the flight fare**: a paid bag, a paid seat, a change fee, a balance left after an exchange. It sits next to the e-ticket and is issued, voided and refunded on its own.

There are two kinds:

- **EMD-A (associated)** — linked to an e-ticket, for services on a flight (bags, seats). It is issued "in connection with" the ticket number. Only EMD-A works under EMD interline agreements.
- **EMD-S (standalone)** — not tied to a flight coupon, for things like a change fee. It is issued from a service (SVC) segment in the booking file. Some airlines want an EMD-S even for flight-related services.

Booked services show in the booking file under ***SI** with a service code and an **ASVC** line; the ASVC line carries the reason-for-issuance code (RFIC), for example **C** for paid baggage and **A** for a paid seat. On BSP, EMDs do the job that MCOs do in the US — MCOs are ARC (US) only.

Check first

- Your Smartpoint has the airline reference data: the entry **#UPDATEREFDATAON** is made once.
- The airline issues EMDs in your market (step 1). Per-airline details are in MyTravelport, keyword **EMD** + airline code.

Steps

#	Entry	What it does	Why
1	EMDP/M	Lists airlines that distribute EMDs in the country of your PCC.	No activation, no EMD.
2	EDOC	Shows your active EMD stock.	Issuing needs stock.

#	Entry	What it does	Why
3	EMDP/IA*LH	Lists carriers with an EMD interline agreement with validating carrier LH.	For services on a partner's flight (EMD-A only).
4	EMDP/IA*-OS	Lists carriers that can validate ancillaries provided by OS.	The reverse question.
5	*SI · *DAS	Shows the services in the booking file, and the booked ancillaries.	Each service with an ASVC line is what an EMD pays for.

Smartpoint: the EMD Manager (Alt+K) issues and manages EMDs graphically.

Check it worked

EMDP/M lists the airline, **EDOC** shows stock, and the service shows an ASVC line in ***SI**.

Traps

- **The EMD is a separate document** with its own void and refund. When a ticket is voided or refunded, check its EMDs too ([Void an EMD](#), [Refund an EMD — full refund from the EMD screen](#)).
- The document history ***DH** lists e-tickets only — EMDs have their own history ([Display EMDs and their history](#)).
- An EMD can be refunded only in full, and only if the airline allows it ([Refund an EMD — full refund from the EMD screen](#)).

Online: gateroam.com/galileo-guide/what-is-emd

How do I issue an EMD in Galileo?

For a service shown in ***SI** with an ASVC line, enter **EMDI/IC2201234500012** (add **/P1**, **/RC** or **/RA** as needed). For a change fee on a service segment, use **EMDI/SM3/IC2201234500012**. **EMDL** then lists the new EMD.

When

A paid service is booked (bag, seat, sports equipment) or a fee must be charged (change fee), and the airline needs an EMD to be paid. The e-ticket is already issued.

Check first

- ***SI**: the service shows with an **ASVC** line — read its RFIC (**C** bags, **A** seats).
- ***HTE**: the e-ticket number the EMD will be linked to.
- An e-mail address is in the booking file if you want the receipt e-mailed.

Steps

#	Entry	What it does	Why
1	EMDI/IC2201234500012	Issues an EMD-A linked to e-ticket 2201234500012.	The standard case for flight services.
2	EMDI/IC2201234500012/P1	Same, for passenger 1 only.	Several passengers, one service.
3	EMDI/IC2201234500012/RC	Issues only services with RFIC C (paid baggage).	Keeps bags and seats on separate EMDs.
4	EMDI/IC2201234500012/S1.4	Selects segments 1 and 4.	Allowed only when both services have the same RFIC.
5	EMDI/IC2201234500012/G2	Selects service line 2 of *SI (must be an ASVC line).	Picks one exact service.
6	EMDI/IC2201234500012/FS/P1/RA	Passenger 1, paid in cash, RFIC A (paid seat).	Form of payment and reason in one entry.
7	EMDI/IC2201234500012/PE-R	Issues and e-mails the receipt to the first e-mail in the booking file.	Client proof of payment.

#	Entry	What it does	Why
8	EMDI/SM1	Issues an EMD-S for manual service segment 1.	Fees and other non-flight items.
9	EMDI/SM3/IC2201234500012	EMD-S for service segment 3 (a change fee) linked to the ticket.	Ties the fee to the ticket it belongs to.
10	EMDL	Lists the EMDs in the booking file.	Shows the new EMD number.
—	/CLH · /Z1 · /ZA15 · /ERNONREF · /PE2-R	Plating carrier LH · 1 % commission · commission amount 15 · endorsement · receipt to the second e-mail.	Extra modifiers for any EMDI entry.
—	/F + card code and number + *D + expiry + *I + security code	Pays the EMD by card.	When the form of payment must be given.

Smartpoint: the EMD Manager (Alt+K) does the same graphically. For an EMD-S, first add the service (SVC) segment with the SERVICE SEGMENT script (CREATE).

Check it worked

EMDL lists the new EMD; **EMDD1** shows its details, amount and the linked ticket.

Traps

- **An EMD-S needs an SVC segment.** For an infant, the SVC is added to the accompanying adult.
- **Several RFICs, one entry?** Not with segment selection — split by RFIC (**/RC**, **/RA**).
- For a partner airline's flight, check the EMD interline agreements first (**EMDP/IA*** + validating carrier, see [What an EMD is — EMD-A and EMD-S in Galileo](#)); they apply to EMD-A only.
- **/PE-R** needs an e-mail address stored in the booking file.
- Issuing the EMD does not book the service — the service must already be in ***SI** ([Paid bag or seat — book it in the shopping basket and pay by EMD](#)).

Online: gateroam.com/galileo-guide/issue-emd

How do I display an EMD in Galileo?

EMDL lists the EMDs of the booking file, **EMDD1** opens the first one and **EMDD2201234500101** opens one by its number. **EMDH1** shows its history. The document history ***DH** lists e-tickets only, not EMDs.

When

You need to see which EMDs a booking has, what one paid for, its status, or what happened to it (issued, voided, refunded, exchanged).

Check first

- For a list, the booking file must be open. To look at one EMD without the booking, you need its 13-digit number.

Steps

#	Entry	What it does	Why
1	EMDL	Lists the EMDs issued in the open booking file.	Starting point; the list numbers feed the next entries.
2	EMDD1	Shows the summary of EMD 1 from the list.	Amount, service, linked ticket, status.
3	EMDD2201234500101	Opens an EMD by its document number.	Works without the booking file.
4	EMDH1	Shows the history of EMD 1 from the list.	What was done to it, and when.
5	EMDH2201234500101	Shows the history of an EMD by its number.	Same, without the list.
6	*DAS	Shows the booked ancillaries.	Compare booked services with what was paid.
7	*SI	Shows the services with their ASVC lines.	Compare the services with the EMDs issued.

#	Entry	What it does	Why
8	HMPR	Today's sales report for your office.	EMDs are listed there next to the tickets.

In Smartpoint, the EMDL button in the booking file opens the same list, and the EMD Manager (Alt+K) shows the EMDs graphically.

Check it worked

Every paid service in ***SI** has a matching EMD in **EMDL**, and **EMDD** shows the expected amount and ticket number.

Traps

- ***DH does not show EMDs** — the document history lists e-tickets only. Use **EMDH** for an EMD.
- **EMDD + number** works outside the booking file — useful when only the EMD number is known.

Online: gateroam.com/galileo-guide/display-emd

How do I void an EMD in Galileo?

List the EMDs with **EMDL**, check the right one with **EMDD1**, then void it with **EMDV1** or **EMDV2201234500101**. If the client no longer wants the service, also cancel it in ***SI**: **SI. plus passenger, segment, code and @**.

When

An EMD was issued by mistake or for a service the client no longer wants — or the ticket it belongs to has just been voided — and the EMD must be cancelled.

Check first

- **Void on the day of issue.** Treat an EMD like a ticket and void it the same day — a safe habit, not a published rule. If the void is refused, ask your help desk or the airline; a refund works only where the airline allows it ([Refund an EMD — full refund from the EMD screen](#)).
- Which EMD is it — check the number and the service in **EMDL** and **EMDD**.

Steps

#	Entry	What it does	Why
1	EMDL	Lists the EMDs of the booking file.	Find the right line.
2	EMDD1	Shows EMD 1 in detail.	Confirm amount, passenger and service.
3	EMDV1	voids EMD 1 of the list.	The void itself.
3b	EMDV2201234500101	voids an EMD by its 13-digit number (airline code included).	When working from the number.
4	EMDL	Lists the EMDs again.	The EMD must now show as voided.
5	SI.P1S2/ + service code + @	Cancels the service for passenger 1 on segment 2.	Check *SI after the void — if the service is still there and the client does not want it, remove it.

Check it worked

EMDL / EMDD1 show the EMD as voided, and ***SI** no longer has the service (if you removed it). Removing the service also removes its ASVC line.

Traps

- **Ticket voided? Check its EMDs as well.** They are separate documents with their own void (**EMDV**).
- **The other way round too:** an EMD void deals with the payment document. Look at ***SI** and do step 5 if the service itself should go.
- **Be precise when removing.** **SI.S2@** removes every SSR on segment 2 and **SI.ALL@** every service in the booking file, paid ancillaries included. Name passenger, segment and code.
- MCOs (voided with **TRV/** on the same day) exist in ARC (US) only; BSP agencies use EMDs.

Online: gateroam.com/galileo-guide/void-emd

How do I refund an EMD in Galileo?

There is no typed refund entry. Open the EMD with EMDL and EMDD1 (or EMDD2201234500101 outside the booking file) and issue the full refund from its details screen, if the airline allows it. Partial EMD refunds are not possible.

When

Money on an EMD has to go back to the client: a paid bag or seat that was not used, a service the airline could not provide, or the **refundable balance EMD** Galileo creates when an exchange leaves money over ([Exchange with a refundable balance — the new value is lower](#)).

Check first

- **Does the airline allow EMD refunds?** If it does not, Galileo cannot do it.
- Issued today and not wanted at all? Consider voiding it instead ([Void an EMD](#)).
- **Only a full refund is possible.** A partial EMD refund cannot be done.

Steps

#	Entry	What it does	Why
1	EMDL	Lists the EMDs of the open booking file.	Find the EMD to refund.
2	EMDD1 · or EMDD2201234500101 outside the booking file	Opens the EMD details.	The refund is started from this detail screen.
3	—	On the details screen, choose the full refund and confirm.	There is no typed entry for an EMD refund ; it is done from the screen.
4	EMDH1	Shows the EMD's history.	The refund must appear there.
5	HMPR	Shows today's sales report.	The refunded EMD is listed as its own line.

In Smartpoint, the EMDL button in the booking file opens the list; click the EMD to reach its details.

Check it worked

EMDH1 shows the refund, and HMPR has a line for the refunded EMD. After an exchange with a balance, the report shows four lines: old ticket, new ticket, balance EMD, refunded EMD.

Traps

- **The balance EMD after an exchange does nothing by itself** — until it is refunded, the client has not been paid back.
- The refund deals with the EMD. If the client does not want the service any more, check ***SI** and remove it there as well (see [Void an EMD](#), step 5).
- If the airline does not support EMD refunds, ask the airline how it wants the money returned.

Online: gateroam.com/galileo-guide/refund-emd

How do I sell an extra bag with an EMD in Galileo?

Quote with FQ and end with ER, list the offer with DAS*, book it with DAS01L3, check *DAS and the ASVC line in *SI, then pay with EMDI/IC2201234500012/RC. EMDL shows the new EMD.

When

The client wants an extra checked bag, sports equipment or a paid seat, and the airline sells it as an ancillary service. You book the service, then issue an EMD-A against the e-ticket to pay for it.

Check first

- The booking file has a fare quote and any frequent flyer cards **before** you look at the offers — both can change what is offered and the price.
- The booking file is **closed** (ended) before opening the shopping basket. Only direct payment carriers allow it on an open file.

- The e-ticket is issued (the EMD-A needs its number).

Steps

#	Entry	What it does	Why
1	FQ, then ER	Quotes the fare and ends the booking file.	Offers depend on the fare; the basket needs a closed file.
2	DAS*	Lists the ancillaries on offer (opens the mask unless you work in native).	See what the airline sells and the price.
3	DAS*P1 · DAS**F	Narrows to passenger 1 · to flight-related services.	Shorter list.
4	DAS01L3	Books one unit of the service on line 3.	DAS01L3P1 books it for passenger 1 only.
5	DAS01L4*TX-BIKE 1 PC 18KG	Books line 4 with the extra text the airline asks for.	Some services need dimensions or weight.
6	*DAS	Shows the booked ancillaries.	Check before paying.
7	*SI	Shows the service with its ASVC line and RFIC.	C = bag, A = seat.
8	EMDI/IC2201234500012/RC	Issues an EMD-A for the bag services on that ticket.	Pays the airline.
9	EMDI/IC2201234500012/FS/P1/RA	Issues an EMD-A for passenger 1's paid seat, cash.	Seats on their own EMD.
10	EMDL	Lists the EMDs.	Both EMDs should appear.

Smartpoint: after ending the booking file, open the shopping basket, click to request ancillaries and fill in the mask.

Check it worked

***DAS** shows the services, ***SI** shows their ASVC lines, and **EMDL** lists one EMD per RFIC paid.

Traps

- **Booked is not paid.** Booking the service in the basket does not issue its EMD — issue the EMD (steps 8-9) as soon as the client agrees.
- **Paid seats cannot be booked with seat entries** — use the graphical seat map or the basket (**[Paid seats — book on the graphical seat map, pay by EMD](#)**).
- To remove an unwanted paid service, cancel it like an SSR (**SI**. + code + **@**); its ASVC line goes with it. If an EMD was issued, void or refund it too (**[Void an EMD](#)**).
- The extra text each airline wants is shown in MyTravelport (keyword **EMD** + airline code).
- **DAS**R** lists Rule Buster services, which override the fare's rules for a reissue or refund.

Online: gateroam.com/galileo-guide/paid-bag-emd

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