

**SAA Electronic Miscellaneous Document (EMD) EFFECTIVE  
18 FEBRUARY 2014 Revised 08 May 2014, 03 August 2015,  
04 August 2015, 14 April 2016 and 01 April 2018**

**WORLD-WIDE BSP & ARC AGENTS USING SAA (083) EMDS**

Effective 01 April 2018:

1. RSA VAT will increase from 14% to 15%.
2. Ticket revalidation will be restricted as per the fare rules.
3. Travel agents worldwide can refund code 996 EMDS via their GDS.

SAA ONLY APPROVES THE FOLLOWING 9 EMD CODES TO BE USED BY TRAVEL AGENTS WORLD-WIDE WHEN SELECTING THE SAA CARRIER 083 TICKETING AUTHORITY.

<u>Name of the EMD</u>	<u>Code</u>	<u>Standalone or Associated EMD</u>
PTA (PREPAID TICKET ADVICE)	0BK	Standalone EMD (Coupon status will reflect as open until exchanged)
Group deposit	997	Standalone EMD (Coupon status will remain as open until refunded)
Refundable balance	996	Standalone EMD (Coupon status will remain as open until refunded)
Penalty Fee	993	Standalone EMD (Coupon status will immediately reflect as Flown)
Oxygen	<u>0B4</u>	Associated EMD (Coupon status will reflect as Flown once uplifted)
<b>BAGGAGE:</b>		
ABag	0CC	Associated EMD Associated EMD (Coupon status will reflect as Flown once uplifted)
BBag	0CD	Associated EMD Associated EMD (Coupon status will reflect as Flown once uplifted)
CBag	0CE	Associated EMD Associated EMD (Coupon status will reflect as Flown once uplifted)
<b>SEATING:</b>		
Advance seat selection also known as Pre reserved seat assignment	0B5	Associated EMD Associated EMD (Coupon status will reflect as Flown once uplifted)

When selecting any of the above EMDs, ensure that the correct fields are completed/automatically populated on the EMD mask to prevent incorrect ticketing and possible ADMs.

**ACCEPTED EMD CODES:**

**0BK = PTA (PREPAID TICKET ADVISE) EMD**

\*\*\* Only use this EMD when your GDS cannot perform an Excess Baggage 0CC/0CD/0CE EMD or 0B4 Oxygen EMD, Foreign Carrier coupon not uplifted, etc. \*\*\*

**Note: The XP service fee will be applicable when selecting this EMD.**

**The Fare and tax boxes must be shown separately and not as one total. The remarks field and fare calculation field must be completed with all the relevant flight details.**

**Example of Excess Baggage:**

SAA Excess baggage rate for one piece on domestic is ZAR292.55 inclusive of VAT.

**SAA Electronic Miscellaneous Document (EMD) EFFECTIVE  
18 FEBRUARY 2014 Revised 08 May 2014, 03 August 2015,  
04 August 2015, 14 April 2016 and 01 April 2018**

---

**When completing the EMD mask:**

- The ZAR254.39 must reflect in the fare box and the VAT of ZAR38.16 must reflect in the tax box as ZAR38.16ZV

**and**

- The XP PTA service fee code applies per PTA and must also reflect in its own separate tax box as a XP tax code. The fee is ZAR230 including VAT for domestic and ZAR200 for regional/international flights. Do not split the VAT out of the XP tax amount.

**OSI entries applicable to all GDS' and to be completed by the Travel Agent and reflected in the Reservation:**

OS SA PTAU EXCESS BAGGAGE EMD 083 2010000000  
OS SA PTAU DATE OF ISSUE 31 JAN 18 IATA 77490335  
OS SA PTAU ISSUE TO VORSTER/MADELEIN MISS  
OS SA PTAU C/PASSENGER CONTACT DETAILS  
OS SA PTAU B/SA 313 G 20AUG JNB CPT HK1  
OS SA PTAU R/EMD FOR EXCESS BAGGAGE 1 PIECE  
OS SA PTAU F/ZAR254.39 AND ZAR38.16ZV  
OS SA PTAU T/TOTL TOTAL VALUE OF EMD ZAR292.55 (DO NOT REFLECT XP SERVICE FEE IN BOOKING IT MUST ONLY BE REFLECTED ON THE EMD)

**Note:**

- EMDs for oxygen: Oxygen must first be confirmed by SAA Special Handling before issuance of the EMD.
- For Foreign carrier coupon not yet uplifted to a final status: Issue a PTA EMD for the additional collection as per standard procedure and collect the XP service fee. Complete the OSI field. The airport will reissue the remaining coupons by using a Force Entry.
- 0BK EMDs for excess baggage can only be requested for point to point SAA operated flights/routes. A request for excess baggage may not be forwarded within 4 hours of travel.
- 0BK EMDs for excess baggage can be sold up to 4 hours before the departure of the flight.
- The EMD-standalone PTA for excess baggage is only good for the flights and dates specified in the remarks of the EMD and as completed by the Travel Agent in the OSI field in the reservation.
- Please note some of our outstations are manned by ground handlers and excess baggage payment for passengers departing from these stations cannot be guaranteed. If the correct entries are used no problems should be encountered for any destinations departing from South-Africa.
- Should the agent fail to insert the OSI field in the reservation, SAA reserves the right not to honor the 0BK EMD and this will result in additional payment from the passenger.

**Procedure to Exchange the PTA (0BK) EMD at the airport on the day of departure:**

- Passenger to have baggage weighed at check in station.
- Proceed to ticket sales desk with "excess slip".
- The SAA Ticketing Agent will display the Travel Agent booking and use the EMD details and issue in exchange for the Travel Agent EMD code 0BK (provided that payment details were inserted correctly); an Associated Excess Baggage EMD will be issued. The Passenger will then proceed to Check-in and SAA will check the passenger in as per standard procedure.

**SAA Electronic Miscellaneous Document (EMD) EFFECTIVE  
18 FEBRUARY 2014 Revised 08 May 2014, 03 August 2015,  
04 August 2015, 14 April 2016 and 01 April 2018**

---

**997 = GROUP DEPOSIT EMD**

Not applicable for Group Deposits in North America

The Full amount must reflect in the Fare box. (The amount as specified example 25% deposit)

Ensure to complete the REMARKS field on the EMD with the Group Name, Group Authority number, Flight, Date, Class and number of passengers.

The Group Deposit is only good for the Group and date of travel and is not transferable to another group or date of travel.

Note: One EMD per PNR/Booking

**996 = REFUNDABLE BALANCE EMD**

The Refundable fare and taxes (each refundable tax) must be reflected separately and the ticket number issued in connection with the refund must be clearly reflected on the EMD.

Once the EMD is issued, the EMD may be refunded via the GDS **or** forwarded on BSPLink as a refund application.

In the event where the agent failed to issue a Refundable Balance EMD, please send a BSPLink Refund application to Head Office Refunds for the residual value.

Note: In the event of a downgrade in fare no refund is due, only taxes.

**993 = PENALTY FEE EMD**

**Effective 03 August 2015: The Travel agent has the option to choose to either issue a penalty fee as a DU Tax code on the ticket (Reissue and reflect penalty fee as per fare rule and add all new taxes) or Issue a Penalty fee EMD using code 993. (PENF EMD)**

**When the DU Tax code is used for Penalty fee, it must be collected on the E-ticket as a DU tax code which must include the VAT (where applicable). Example Domestic Penalty fee of R300 must reflect on the ticket as a tax code ZAR345DU**

In most cases agents will use the Penalty Fee EMD code 993 when using their reprice product. Example: ATC, Rapid Repricer, etc. The auto reprice product will automatically populate the fare and separate taxes and when issuing the ticket and EMD simultaneously, populate the issued in connection with new ticket number on the EMD.

**When completing the Penalty fee EMD code 993 the following data must reflect on the manual or automated EMD:**

The Fare (which is the penalty fee) and tax box reflecting the VAT (if applicable) must be shown separately and not as one total. The remarks field must be completed with all the

# **SAA Electronic Miscellaneous Document (EMD) EFFECTIVE 18 FEBRUARY 2014 Revised 08 May 2014, 03 August 2015, 04 August 2015, 14 April 2016 and 01 April 2018**

---

relevant flight details and issued in connection with field must be populated with the new ticket number.

**Example:**

Penalty fee R300 plus VAT 45 ZV

**When completing the EMD mask:**

- The ZAR300 must reflect in the fare box and the VAT of ZAR45 must reflect in the tax box as ZAR45ZV

**and**

- The issued in connection with (new ticket number) must reflect.

**Note:**

One cannot use the penalty fee EMD in connection with a revalidation. The ticket must be reissued.

**FOR AUDIT PURPOSES:**

We audit the value (fare), tax and issued in connection with ticket number.

The date of the EMD issuance must correspond with the date of the reissued ticket to prevent the non collection of penalty fees. Therefore we suggest issuing the Ticket and EMD simultaneously.

## **0B4 = OXYGEN EMD**

Oxygen must first be confirmed by SAA Special Handling before issuing the Oxygen EMD.

**When completing the Oxygen EMD code 0B4 the following data must reflect on the EMD:**

The Fare (which is the oxygen amount) and tax box reflecting the VAT (if applicable) must be shown separately and not as one total.

The remarks field must be completed with all the relevant flight details and issued in connection with field must be populated. (Manually or Automated).

*Note: Selling from the catalogue (Fare quote) will be available late 2016. If your GDS is not set up to sell this EMD revert back to the 0BK (PTA) EMD as an option.*

## **0CC/0CD/0CE = ASSOCIATED EXCESS BAGGAGE EMD SOLD IN THE OFFICE BY A TRAVEL AGENT**

The Travel Agent will have the option to sell associated baggage in their own office (up to 3 pieces) or choose to issue a standalone PTA EMD code 0BK for excess baggage.

When associated Excess Baggage is sold from the catalogue the following codes will be used:

Abag: The first piece code **0CC**.

Bbag: The second piece code **0CD**.

**SAA Electronic Miscellaneous Document (EMD) EFFECTIVE  
18 FEBRUARY 2014 Revised 08 May 2014, 03 August 2015,  
04 August 2015, 14 April 2016 and 01 April 2018**

---

Cbag: The third piece code **0CE**.

**Note: the Fare and VAT will be reflected separately on purely domestic associated baggage EMDs.**

**Once the associated Excess baggage EMD is sold the passenger only needs to proceed to check in and follow the standard check in procedure.**

**No XP service fee applies. Only when selecting the manual 0BK EMD option the XP service fee will apply.**

### **0B5 = SEATING**

Should your GDS not be enabled as yet to offer the seating option, then please sell seats by means of:

1) Purchase a seat on line by visiting our website [www.flysaa.com](http://www.flysaa.com) by using a credit card as payment;

Or

2) Visit your nearest SAA Ticketing office and purchase the seat;

Or

3) Within 24 hours of the flight, visit our website [www.flysaa.com](http://www.flysaa.com) and at time of online check in, book any available seat, at no charge.

Or

4) At time of check in any available seat will automatically be offered / allocated, at no charge.

**Note: When displaying the EMD: the Fare and VAT will be reflected separately on purely domestic seating EMDs.**

#### **Note:**

- SAA will only permit the BSP and ARC Travel agents to make use of the above 9 EMDs.
- SAA HAS SPECIFIC REQUIREMENTS WHEN COMPLETING THE EMD MONETORY FIELDS. Failure to complete the field(s) as per this document will result in an Agent Debit Memo (ADM).
- **For Travel Agents: Penalty fees** can be collected on the E-ticket as a **DU tax** code which must include the VAT (if applicable). Example Penalty fee of R300 must reflect on the ticket as a tax code ZAR345DU.

#### **Or**

As a **PENF EMD Code 993** which must separately reflect the penalty fee and VAT (if applicable) as well as the issued in connection with ticket number. Example: Fare R300 and TAX: R45ZV must be reflected separately on the code 993 EMD.

- **SAA own stations (ATO/CTO/GSA offices)** will continue to only use the DU for penalty fee collection. *(Exceptions: For Brazil as per Government legislation: SAA allows agents in Brazil to use the EMD code 993 for penalties. SAA allows Taiwan to use code 993 for Group Penalties. SAA allows the web sales to use the Penalty EMD code 993 for reissues.)*
- **Auto-refunds are permitted on the 996 Refundable Balance EMD only.** All other EMD refunds must be submitted via the BSPLink as an application. Exception: ARC

# **SAA Electronic Miscellaneous Document (EMD) EFFECTIVE 18 FEBRUARY 2014 Revised 08 May 2014, 03 August 2015, 04 August 2015, 14 April 2016 and 01 April 2018**

---

agents to refund thru normal ARC reporting procedures. Failure to do so will result in an ADM.

- Please refer to your local GDS helpdesk for remaining EMD ticketing input entries such as how to complete the EMD "Issued in connection with" and "Remarks" fields.
- In the event where your GDS can not perform the 0B4, 0CC, 0CD, 0CE EMD revert back to the PTA procedure and issue the 0BK EMD as per this document. Note the XP service fee will apply when selecting the 0BK EMD option.
- In the event where your GDS can not perform the Seating 0B5 EMD refer back to the alternative seating options as per this document.

## **Audit TIPS:**

**When we audit an EMD we verify that:**

- **The EMD issued for purely domestic related transactions that the fare and VAT must be reflected separately and that the correct amount is collected.**
- **That XP is collected on the 0BK EMD. (Refer to the 0BK EMD in this document)**
- **The EMD issued for international related transactions that the fare reflects the correct amount relating to the service.**
- **The fare calculation is present on the EMD. Note: The value amount on the EMD is replaced with fare calculation.**
- **Each coupon of the EMD relates to a sector or issued in connection with E-ticket number.**

## **Reminder:**

**SAA HEAD OFFICE REFUNDS WILL ONLY PROCESS THE FOLLOWING TRAVEL AGENT REFUNDS RECEIVED VIA BSPLINK AS AN APPLICATION:**

- Involuntary Refunds
- Group Refunds / Group Deposit EMDs
- Waiver and Favour authority (e.g. as per the fare rules: death, hospitalization or when a Waiver and Favour (WF) / Cost Centre number is provided)
- Exchange tickets: **ONLY the below scenarios**
  - Ticket is exchanged on different travel agent's IATA number
  - Ticket is exchanged direct by SAA (SAA re-issues the travel agent's ticket)
  - Exchange ticket reflecting different validating carrier
  - Ticket exchanged with different FOP
- Changes in agent IATA number
- Change in the form of payment
- Incorrect spelling of Passenger name field
- Expired Tickets

**Note: Any refund application forwarded directly to SAA not falling into the above categories will attract an additional administration fee of R500 plus VAT. Therefore SAA encourages you to process your refunds via your GDS.**

**Note: ARC Agents to refund through normal ARC reporting procedures.**