EMD-S issuance for **Debit amount collection/Penalty fee** for ETKT direct agencies

Specific process can be used for collecting debit amounts by ETKT-Direct agencies.

a) Create a PNR with any A3 or OA segment, depending on the stock that you need to issue (A3=390 for Aegean’s cases, OA=050 for Olympic’s cases)

b) The name field must contain the agency name under the **Surname & Name** fields: i.e. TEST/ TRAVEL

c) Clicking the Standalone EMD icon will display a dropdown that will show the types of Standalone EMDs available, please select ‘GROUP PENALTY FEE’:

   ![EMD-S issuance screenshot](image)

a) **Mandatory EMD fields to be updated by travel agents:**

   - **Traveler Association:** Select the traveler to whom the EMD will be associated from the dropdown list, N/A
   - **Service Location:** Enter the three-letter Airport Code for the Point of Sale of the booking location. i.e. ATH
   - **Fare Information (Base Amount):** Base Amount refers to the total amount that needs to be collected
   - **Endorsement box:** i.e. Reason for ADM issuance
   - **Tour Code:** i.e. ‘MAR21’ (month information of ADM)
   - **Remarks:** i.e. ‘AFFECTED TICKET NBRS 050-123456789
   - **Form of Payment**

b) Issue EMD-S by clicking ‘Submit’
c) EMD-S Issued
d) After the EMD-S issuance, **delete the segments.**