

Increase ancillary revenue through additional channels

DXC Technology Electronic Miscellaneous Document

Insights

- Increase your ancillary product and service distribution channels while reducing required manual support.
- Ensure IATA regulations compliance.
- Improve revenue collection; lower costs.

Increasing revenue is key. Sell add-on products and services, and collect unaccounted ticket fees. With DXC EMD, it's easy.



In today's competitive airline market, collecting ancillary ticketing service fees and selling add-on products and services are becoming very important to airlines' revenue picture. Facilitate the process with Technology Electronic Miscellaneous Document (EMD). Not only can it help your airline collect this additional revenue, it provides detailed information regarding sales, and provides more accurate revenue distribution and recognition.

Get the facts

EMD is an industry-compliant service that supports the sales fulfillment process, including collection and entitlement for ancillary airline products and services. Specifically, it:

- Supports International Air Transport Association (IATA)-mandated removal of paper documents from the airline ticketing process
- Facilitates sales and collection of ancillary services through your airlines' website, call centers, travel agencies, and interline and alliance partners
- Facilitates agents' ease of use with an DXC-integrated user interface or through seamless integration with your own
- Provides a more detailed reporting capability using IATA-defined Reason for Issuance Codes and Sub-codes

Review the features

EMD has numerous components that are part of these high-level features:

- Seamlessly integrates with DXC Passenger Service Solution (PSS), and has the flexibility to adapt to other PSS platforms; it's also certified for use in common use environments.
- Uses all airline distribution channels, including Internet booking engines, agency sales, call centers, and airports.
- Provides greater airline flexibility and easier implementation with internal airline systems—all functions use industry-defined XML and EDIFACT messaging.
- Enables a full range of EMD functions including issue, display, refund, void, exchange/reissue, status change, and history.
- Provides a user-friendly product catalog and a user interface that enables region-specific products and global currencies.
- Delivers custom-designed electronic and printed receipts for easy communication with passengers.
- Offers EMD-S for stand-alone products or services—sold by your airline, with no requirement for the product to be lifted with an electronic ticket (ETKT) flight coupon.

- Has EMD-A for products associated with an electronic ticket, links to ETKT coupons using industry standard messaging.
- Enables travel agency-(GDS) issued EMDs, which are issued and serviced by the travel agency community.
- Integrates with ATPCO Optional Service Fee (OSF)—carriers can file products and services through ATPCO to ensure consistent pricing across all distribution channels.
- Incorporates Automated Baggage Rules (ABR); ensures U.S. Department of Transportation baggage pricing rules are maintained. EMD uses ABR rules and pricing to determine the correct baggage fee calculation based on the itinerary provided.

Gain these benefits

- Comply with industry-mandated removal of paper documents
- Extend distribution channels and improve ancillary revenue collection with demand and device scalability
- Get increased reporting capability, gain insight into marketing program viability
- Lower costs due to simplified revenue accounting, fraud reduction, and back-office processing
- Reduce error-prone and time-consuming manual work

Work with the best

As a technology company with airline industry business expertise, DXC is the best partner for moving your airline business forward.

- Trusted technology partner with delivery assurance and 30+ years of delivering airline industry mission-critical applications, high-availability hosting, and advisory services.
- DXC has conducted more than 50 airline integrations, and our converged airline cloud platform handles more than 7 billion airline transactions per year.
- DXC PSS components process more than 42 million airline reservations each month—more than 500 million per year.
- We serve the travel and transportation industry—including freight and logistic companies, for more than 45 years; delivering innovative solutions with greater effectiveness and efficiency, at lower risk.

Learn more at
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About DXC

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