

## Auxiliary Segment Update for EMD Issuance

We wish to share the change in the Auxiliary Segment format (IU Entry) to issue EMDs on Amadeus. Post the change, certain error responses may be received and can be resolved as explained below.

New Format for EMD to be issued for Penalty: **IU XX NN1 PENF DEL/10OCT**

<b>IU</b>	TRANSACTION CODE
<b>XX</b>	TWO-CHARACTER AIRLINE CODE
<b>NN1</b>	ACTION CODE
<b>PENF</b>	SERVICE CODE
<b>DEL</b>	ORIGIN CITY CODE
<b>DATE</b>	DATE FOR THE SERVICE REQUIRED

### Probable Error responses due to the change in Format:

- **CITY CODE MANDATORY**
- **INVALID OR MISSING DATE**
- **TOO MANY CITY CODES**

### Reason for the Error Responses and Solution:

Missing information about Origin City or Date of Service.

As per the new update origin city code and date of service required is mandatory.

**For more information, please refer HE IU or contact your Amadeus Helpdesk**

#### Amadeus Helpdesk

24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free 1800-111-200

#### Live Chat Function in Amadeus Selling Platform

Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform

#### Mail to Helpdesk

[help@amadeus.in](mailto:help@amadeus.in)

#### Know more about Amadeus

[www.amadeus.in](http://www.amadeus.in)

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