EMD Errors – Troubleshooting Guide

We are happy to share the troubleshooting guide for the commonly faced errors received while issuing EMD on Amadeus.

Error-1

EMD - ONE OR MORE SERVICES ARE NOT ALLOWED FOR ISSUANCE

Possible cause: You are trying to issue EMD with incorrect/undefined service code.

Solution:

In this case user should verify the EMD service code from **EGSD/VXX (XX is two letter Airlines code)** and use the correct code for EMD issuance.

Error-2

MISSING AND/OR INVALID MONETARY INFORMATION

Possible cause: You are trying to issue EMD without Coupon Value which is a mandatory information.

Solution:

User should add the coupon value in EMD by entry **TMI/CV-Amount** and then try to issue the EMD.

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

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