

PROCESS FOR EMD ISSUANCE FOR RESIDUAL VALUE (RSVR)

In our continuous efforts to serve you better, we wish to share with you the required process for issuing an EMD for the Residual Value (RSVR) on your Amadeus system.

Mandatory Checks:

- Always take the necessary approval from Respective Airlines for RSVR EMD issuance
- Always check the EGSD/Vxx and EGSD/Lx (x is line number of RSVR service) to get the mandatory information about the service

Illustration:

Below is the example for an RSVR EMD (for British Airways) where in original ticket was issued in business class and at the time of reissuance passenger opted economy class.

Original PNR and Ticket Image in Business Class:

```

--- TST RLR ---
RP/DELXXXXXXXX/DELXXXXXXXX          AA/SU  23JUN16/0652Z   5NYDTY
DELXXXXXXXX/1111AA/22JUN16
  1.AMADEUS/TEST
  2  BA 142 D 20AUG 6 DELLHR HK1  0150 0630  20AUG  E  BA/ABC123
  3 AP 123456789 AMADEUS TEST
  4 TR OK23JUN/DELXXXXXXXX//ETBA
    
```

```

TRT-1252254724297          RCI-          1A  LOC-5NYDTY
OD-DELLON  SI-          FCMI-0  POI-DEL  DOI-23JUN16  IOI-11111111
  1.AMADEUS/TEST          ADT          ST
  1 ODEL BA 142  D 20AUG0150  OK DFFASOW          O          2PC
  LHR
FARE  F  INR          129845
TOTALTAX  INR          28923
TOTAL  INR          158768
/FC DEL BA LON1934.63NUC1934.63END ROE67.115900
FP CASH
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
    
```

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New Date in Economy Class with Lower Fare Pricing display:

```

--- TST RLR ---
RP/DELXXXXXXXX/DELXXXXXXXX          AA/SU  23JUN16/0657Z  5NYDTY
DELXXXXXXXX/1111AA/22JUN16
  1. AMADEUS/TEST
  2  BA 142 D 20AUG 6 DELLHR HK1  0150 0630  20AUG  E  BA/ABC123
  3  BA 142 Y 25AUG 4 DELLHR HK1  0150 0630  25AUG  E  BA/ABC123
  4  AP 123456789 AMADEUS TEST
  5  TK OK23JUN/DELXXXXXXXX//ETBA
    
```

```

02 YFFASOW * * P1 * 76922 * *Y
LAST TKT DTE 25AUG16 - DATE OF ORIGIN
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
DEL
LON BA 142 Y Y 25AUG 0150 YFFASOW 1P

INR 61970 25AUG16DEL BA LON923.32NUC923.32END ROE
67.115900
INR 9228YQ XT INR 1301IN INR 150WO INR 143G1 INR 143F
INR 3987JN 2
INR 1737XT
INR 76922
TICKET STOCK RESTRICTION
BG CXR: BA
PRICED WITH VALIDATING CARRIER BA - REPRICE IF DIFFERENT VC
>
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```

Refundable Amount Calculation:

Basic Fare 67875 Taxes: 5254YQ, 8137JN, 290G1, 290F2

Required Steps to Reissue Ticket with lower fare and Issue EMD for Residual Refund:

- Always show the refundable basic fare amount and taxes breakup separately in TSM
- It is mandatory to show the refundable taxes amount in both TST and TSM Panels
- Reissue and EMD MUST be done together with entry **TTP/T3/TTM/M1** where T3 is the TST number and M1 is the TSM number
- After EMD issuance process the refund by **TRFXXX-XXXXXXXXXX/EMD and TRFP**

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New TST, TSM Display, Reissued Ticket Number and EMD Number:

```

TST00003      DELXXXXXXXX AA/23JUN I 0 LD 25AUG16 2359  OD DELLON
T-
FXQ/S3
  1.AMADEUS/TEST
  1  DEL BA  142 Y 25AUG 0150  OK YFFASOW                25AUG 1PC
    LHR
FARE  R  INR          61970
TX001 O  INR          143-F2TC TX002 O  INR          143-G1TA TX003 O  INR          1301-INCO
TX004 O  INR          3987-JNAD TX005 O  INR          150-WOMU TX006 O  INR          9228-YQAD
TOTAL  INR              0
GRAND TOTAL INR              0

REFUNDABLE TAXES
TX007 Q  INR           290-F2TC TX008 Q  INR           290-G1TA TX009 Q  INR           8137-JNAD
TX010 Q  INR           5254-YQAD

DEL BA LON923.32NUC923.32END ROE67.115900

  11.FM *M*1
  12.FO 125-2254724297DEL23JUN16/11111111/125-22547242976E1
  13.FP O/CASH
    
```

```

TSM  1  TYPE P      DELXXXXXXXX AA/23JUN 11 INT I EMD-S CARR BA
  1.AMADEUS/TEST
RFIC-D/K  FINANCIAL IMPACT
  1. RFISC-996 REFUNDABLE BALANCE                                L  4
    OPERATING CC-BA                CPN VALUE-81846
    PRESENT TO:BRITISH AIRWAYS
    PRESENT AT:DELHI
    NON EXCHANGEABLE

ADD INF/RKS:
FARE  R  INR          67875
EXCH VAL  INR          81846
TAX001 O  INR          5254YQ TAX002 O  INR          8137JN TAX003 O  INR          290G1
TAX004 O  INR          290F2
TOTAL  INR              0
FO 125-2254724297DEL23JUN16/11111111/125-22547242976E1
    
```

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```

RP/DELXXXXXXXX/DELXXXXXXXX          AA/SU  23JUN16/0746Z   5NYDTY
DELXXXXXXXX/1111AA/22JUN16
 8 FA PAX 125-2254724298/ETBA/INR0/23JUN16/DELXXXXXXXX/11111111
   /S2
 9 FA PAX 125-2813630056/DTBA/INR0/23JUN16/DELXXXXXXXX/11111111
   /S3
10 FHE PAX 125-2254724297
    
```

Display of TRF Panel of EMD:

```

REFUND RECORD          AGT-11111111 AA/23JUN16 F TKT-Y
NM  NAME              AMADEUS/TEST
I   ISSUED            23JUN16
D1  DOCUMENT          125 2813630056 5 CPNS 1000

F   FARE PAID                INR          67875
U   FARE USED                  0
   FARE REFUND                67875
XT  TAX REFUND                13971 >TRFT
   REFUND TOTAL                81846

FO  EX TKT 1252254724297DEL23JUN1611111111
S   ITINERARY              INTERNATIONAL
    
```

For more details, refer to HEEMD or contact your Amadeus Helpdesk

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