

## EMD follow-up

### **EMD exchange (HE EMD, GP EMX)**

You can process one of the following exchange scenarios:

- EMD to EMD
- Automated/virtual MCO to EMD
- Electronic ticket to EMD
- Paper ticket to EMD
- EMD to electronic ticket
- EMD to automated/virtual MCO

The exchange for EMD follows the same steps as for the original EMD issuance, using the same entries for booking, pricing and issuance. The following additional data are mandatory in the TSM-P for exchange processing:

- Original issue information (FO element)
- Old form of payment
- The pricing record needs to be in reissue mode

Note: in order to set a TSM-P record in re-issue mode, you can use the entry TMI/EXCH.

### **EMD refund (HE REFUNDS)**

This is the usual refund process, with the following steps: initialization, panel update and validation

Refund entry	Explanation
TRF	Initialize from a retrieved PNR
TRF/Lx	
TRF/I-456	Initialize from Sales Reports item number
TRF123-1234567890/EMD	Initialize from EMD document number Note: entry specific to EMD
TRFU	Panel update
TRFP	Validate refund
TRFIG	Ignore the refund

### **Cancellation of EMD issuance, exchange and refund (HE TRDC)**

As with the usual cancellation process, you can request the cancellation of EMD issuance, exchange and refund using the **TRDC** entry before the transaction is confirmed in the Sales Reports.

### **EMD Revalidation**

Revalidation process does not exist for EMD. Only an exchange is possible.

## EMD-A Specificities

**In Connection With (ICW)** is the key data element of an EMD-A. It is present in the TSM-P and displayed in both the e-ticket and the EMD-A records:

- for the EMD, ICW represents the e-ticket coupon to be associated to the EMD coupon.
- for the e-ticket, ICW represents the EMD number / coupons associated to the e-ticket.
- the ICW appears or is entered at pricing time in the TSM-P:
- for an SSR, the ICW is automatically appended in the TSM-P at combined issuance or at EMD-A issuance (if not combined, the EMD-A must be issued after the e-ticket it is associated to).
- For an SVC element, you must manually enter the ICW (ticket coupon number).
- only one ticket coupon can be referenced, which is not already associated to another TSM-P.

The system automatically checks that the following association rules are respected:

- the EMD routing sequence should follow the same order as the e-ticket flights routing sequence.
- several EMDs can be associated to a single e-ticket.
- a single EMD cannot be associated to several e-tickets.

**Note:** the association/disassociation process is automatically performed by the system. In case you need to manually associate/disassociate an EMD and e-ticket, you should contact directly the airline.

### **e-Ticket changes**

- When an **e-ticket is changed** (in case of Void, Refund, Exchange, Revalidation), the EMD-A is automatically disassociated. **Note:** after disassociation, the EMD is still present in the system, so you should take any required follow-up actions on the disassociated EMD-A.
- In case of **e-ticket revalidation**, there is no EMD disassociation.

### **EMD-A changes**

- All **exchanged or refunded EMD-As** are disassociated from the e-ticket.
- When an **EMD-A is cancelled**, all voided coupons are disassociated from the e-ticket.
- For **exchange cancellation of an EMD-A**: All new voided EMD coupons are disassociated from the e-ticket. For each old exchanged document that is an EMD, the reinstated EMD coupons are re associated to the e-ticket.
- For **refund cancellation of an EMD-A**: the reinstated EMD-A coupons are re associated to the e-ticket.

To learn more about EMD: [HE EMD](#)

Quick card

## Electronic Miscellaneous Document (EMD)

Embracing the electronic industry evolution Agencies

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## Introduction

The **Amadeus EMD** (Electronic Miscellaneous Document) is an industry standard solution which enables you to issue documents for travel related services and to collect unbundled services. There are two types of EMD:

- **EMD-S** (EMD Standalone), which fully replaces Automated / Virtual MCO (Miscellaneous Charges Order), e.g. Vouchers
- **EMD-A** (EMD Associated), which is directly linked to an individual flight coupon, e.g. Meals, Excess Baggage

## EMD creation

The EMD is created via the booking of a service which must be priced.

### Booking of Service (HE SR and HE IU, MS316)

There are two ways to book a service in the PNR:

- **SSR** (Special Service Request) for flight-associated services,
- **SVC** (manual auxiliary segment), which is an auxiliary service element in the PNR

To book a service, you enter a **service code (e.g. PETC)**, provided by the airlines. The **service code** is automatically translated, at TSM-P creation, into RFIC/RFISC (Reason For Issuance Code and Sub Code) following industry standards.

### Pricing and TSM-P (HE TMC and HE EMD, GP TMI)

The service is priced in a TSM-P record. With manual pricing, you must first create the TSM-P record, and then fill / update the data fields of the TSM-P (see entries below). **Note:** fare information is mandatory, either with detail at coupon level (TMI/CV-xx) or with Fare Calculation option (TMI/FC-xx)

Entry *	Explanation
TMC/Vxx	TSM-P creation. xx is the validating carrier (mandatory). Some automatically created TSM-P fields cannot be manually updated (e.g. TSM number). The system automatically splits the selected services in 1 or several TSM-P.
TMI	Update/delete data in a TSM-P. Each data field is represented by a unique identifier code at document or coupon level. To delete data you should enter a blank value.
TMI/xx/Lx	Update at coupon level from the corresponding service line in the PNR.
TMI/CV-	Update coupon value fare
TMI/FC-	Fare calculation option
TQM	Display TSM-P list or directly existing TSM-P record if this is the only one active. <b>Note:</b> the panel mode is not available.
TMX	Delete an existing TSM-P record
TMF	Remove the change flag (PC) of a TSM-P
TMH	Display TSM history

## EMD issuance

To issue an EMD, use the TTM entries (**HE EMD, GP EMI**).

Entry *	Explanation
TTM	EMD issuance
TTP/TTM	Combined e-ticket and EMD issuance
TTM/TKT	EMD pre-issuance validation

As for e-tickets, the PNR is updated with FA and FB lines:

```
RP/YYYYX2220/YYYYX2220 AA/SU 5APR10/0756Z X4ZRLX
1.EMD/SVC
2 SVC 6X HK1 LOUS
3 AP PAR - AMADEUS - A
4 TK OK05APR/YYYYX2220
5 FA PAX 172-1811234611/DT6X/EUR65.00/05APR10/YYYYX2220/222222
22/S2
6 FB PAX 0500000346 TTM/ED/RT OK EMD ADVISE PSGR TO BRING FOID
/PICT ID AT APT/S2
7 FP CASH
```

### Sales Reports

EMD sales are included in all agents' Sales Reports.

They are displayed using all the already existing TJx entries.

- EMD-A sales are reported under EMDA transaction code
- EMD-S sales are reported under EMDS transaction code

### Printing and emailing options

By default, the system prints EMD supporting documents listed in your office profile, including the following: Passenger Receipt, Audit coupon, Agent coupon and Credit Card Charge Form.

The following options can be used to modify the list of supporting documents to be printed.

Print option	Explanation
TTMx	Logical printer selection, where x is the printer
TTM/C-FU	Specific coupon override

Instead of printing the Passenger Receipt, you can request to email it using the following options:

Emailing option	Explanation
TTM/EML-x@x.com	email option with specified email address
TTM/EMLA	email option with APE PNR elements

**\* Selection options:** the following options are available to select the appropriate actions or records (see the relevant HE pages for more details on each entry):

- /Px: passenger selection
- /Mx: TSM selection
- /Lx: line selection from a retrieved PNR
- /INF: infant selection

## Re-print or emailing after issuance

The entry to re-print EMD supporting documents or to re-email the Passenger Receipt is **EMR (HE EMR)**.

Re-print option *	Explanation
EMR/EMD123-0123456789	EMD selection by EMD number
EMRx	Logical printer selection, where x is the printer
EMR/C-F	Specific coupon override
Re-email option	Explanation
EMR/EML-x@x.com	Email option with specified email address or APE PNR elements
EMR/EMLA	
EMR/NOPRT	No print of other supporting documents

## EMD display

### Display/search of an EMD Record (HE EWD)

You can display/search an EMD record using the **EWD** entries.

Display entry	Explanation
EWD/EMD123-1234567890	Display by EMD document number
EWD	Display from a retrieved PNR
EWD/L6	
EWD/O*	Display the original record(s) after an exchange transaction from the new
EWDRT	Redisplay
Search Criteria	Explanation
EWD/VBA/FOPCCV I111111111-NAME/FIRST	By Credit Card FOP
EWD/VBA/FTIQF-321654987	By Frequent traveller
EWD/VBA/FOID-PP12345679	By FOID (Form of Identification)
List display option	Explanation
EWD/1	Display from EMD List display item
EWDRL	Redisplay

### History display of an EMD (HE EWH)

You can request the history display of an EMD as follows:

History display entry	Explanation
EWH	From the EMD display
EWH/EMD123-	By EMD document number