

Be Brighter, Bolder, Better

Quick Card



EMD Direct

Edition 1
30/07/2012
Distribution Product Management

Introduction

Amadeus Electronic Miscellaneous Document (EMD) Direct Distribution provides a solution for travel agencies and airlines to issue EMD directly on an airline stock.

EMD creation

The creation of the EMD in the EMD Direct flow follows the standard EMD distribution process.

First of all, prior to EMD issuance, a service has to be booked and priced in the PNR.

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

There are two types of services which can be booked in a PNR:
 - SSR (Special Service Request) for flight-associated services;
 - SVC (manual auxiliary segment), which is an auxiliary service element in the PNR.

To book an SSR, you enter a service code (e.g. PETC) provided by airlines. At TSM-P creation, the service code is automatically translated into a RFIC and RFISC (Reason For Issuance Code and Sub Code) following Industry Standards.

Storing of the price in TSM-P (HE TMC and HE EMD, GP TMI)

The price of the service is stored in a TSM-P record. In case of manual pricing, you must first create the TSM-P record, and then fill /update the data fields of the TSM-P (see entries hereunder).

Note: Fare information is mandatory and can be filled in either in the coupon value (TMI/CV-xx) or in the fee calculation field (TMI/FC-xx).

Entries *	Explanations
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-xx	Update coupon value
TMI/FC-xx	Fee calculation option

TQM	Display TSM-P list or directly existing TSM-P record if it is the only one active. Note: 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 in a Direct flow, the travel agent logs in a travel agency offices authorized for EMD Direct (driven by AES office setting field).

EMD issuance in Direct distribution is triggered by simply adding to the issuance request (TTM entry) the consolidator option '/T-xx' where xx is the airline code for which the stock is to be used.

The airline code specified in the '/T-xx' option has to be the same one as the TSM-P validating carrier code and has to be also one of the airline code listed in AES office profile field.

As per standard EMD flow, TTP/TTM combined e-ticket and EMD issuance can be used as well as TTM/TKT EMD pre-issuance validation.

Entries *	Explanations
TTM/T-xx	EMD issuance in direct mode. Stock used is the one of airline with code xx.
TTP/TTM/T-xx	Combined e-ticket and EMD issuance. Both e-ticket and EMD are issued in direct mode using stock of airline with code xx.
TTM/TKT/T-xx	EMD pre-issuance validation

After EMD issuance, the PNR is updated with FA and FB lines.

```
RP/ YYYXX2220/ YYYXX2220 AA/SU 5APR10/0756Z X42KLX
1. EMD/SVC
2 SVC 6X HK1 LOUS
3 AP PAR - AMADEUS - A
4 TR OK05APR/ YYYXX2220
5 FA PAX 172-1811234611/D76X/EUR65.00/05APR10/ YYYXX2220/22222
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

A travel agent is able to display the current and past sales issued on the airline's stock using existing Amadeus Sales Report functionality by simply adding the modifier '/T-xx' where xx is the carrier code.

The EMD Direct sales are included in the HOT file that Amadeus sends to the airline revenue accounting. 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

As for a standard EMD flow, the system prints by default EMD supporting documents listed in your office profile, among the following: Passenger Receipt, Audit coupon, Agent coupon and Credit Card Charge Form.

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

Print options	Explanations
TTMa/T-xx	Logical printer selection, where a is the printer, xx the airline code on which to issue the EMD.
TTM/C-FU/T-xx	Specific coupon override, where xx is the airline code on which to issue the EMD.
TTM/NOPTR/T-xx	No print of supporting documents

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

e-Mailing option	Explanations
TTM/EML-x@x.com	e-mail option with specified e-mail address
TTM/EMLA	e-mail option with APE PNR elements

* **Selection options:** 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

Form of Payment

When issuing EMD in Direct mode, agents are restricted to the forms of payment defined by the airline for this specific flow. The FOP table which will be used for the payment of the Amadeus EMD Direct is the same one as for Amadeus Electronic Ticketing Direct one.

Re-print or emailing after issuance

EMD Direct also allows to reprint EMD supporting documents (credit card charge form, audit coupon, agent coupon or

passenger receipt) by appending the option '/T-XX' (where XX is the carrier code) to the entry EMR. All other standard options are allowed as well.

Re-print options *	Explanations
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 options	Explanations
EMR/EML-x@x.com EMR/EMLA	e-mail option with specified e-mail address or APE PNR elements
EMR/NOPRT	No print of supporting documents

EMD Display

There is no specificity to display the EMD in Direct mode. Entries and outputs are the same than the ones for standard EMD Distribution flow.

Display entries	Explanations
EWD/EMD123-1234567890	Display by EMD document number
EWD EWD/L6	Display from a retrieved PNR
EWD/O*	Display the original record(s) after an exchange transaction from the new EMD
EWDRT	Redisplay
Search Criteria	Explanations
EWD/VBA/FOPCCV I1111111111- NAME/FIRST NAME	By Credit Card FOP
EWD/VBA/FTIQF- 321654987	By Frequent traveler
EWD/VBA/FOID- PP12345679	By FOID (Form of Identification)
List display options	Explanations
EWD/1	Display from EMD List display item number
EWDRL	Redisplay

History display of an EMD (HE EWH)

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

History display entries	Explanations
EWH	From the EMD display
EWH/EMD123-1234567890	By EMD document number

EMD follow-up

Follow-up transactions are common between EMD standard Distribution and EMD Direct flows.

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

EMD refund (HE REFUNDS)

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

Refund entries	Explanations
TRF TRF/Lx	Initialize from a retrieved PNR
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 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.

Support documents / Tools

- ▶ EMD quickcard
- ▶ HE EMD

amadeus
Your technology partner