

EMD Error's – Guide

We wish to present few more error messages received commonly at the time of EMD issuance, along with the cause and necessary action required for the resolution.

Error-1: NEED ROUTING

Possible cause:

You are trying to issue EMD without adding routing information in service segment

Solution:

In this case user should verify whether routing information is mandatory or not. Refer **EGSD/VXX** (XX is two letter Airlines code), follow up entry **EGSD/L1** (Where 1 is the line number from list).

```

DEPO: DEPOSIT/DOWN PAYMENTS GROUPS
VALIDATING CARRIER:AI RFIC:D RFISC:997 EMD TYPE:S


BOOKING METHOD: SVC

MONOCOUPON EMD: YES
CONSUMED AT ISSUANCE: NO
ADDITIONAL DOCUMENT IN EXCHANGE: NO
RESIDUAL VALUE: NO

ROUTING INFORMATION MANDATORY FOR ISSUANCE: YES
ISSUED IN CONNECTION WITH MANDATORY FOR ISSUANCE: NO
EXCESS BAGGAGE INFORMATION MANDATORY FOR ISSUANCE: NO

REFUNDABLE: NO
EXCHANGEABLE: NO
INTERLINEABLE: NO
ENDORSEABLE: NO

ISSUABLE BY TRAVEL AGENT: YES
DISPLAYABLE BY TRAVEL AGENT IF ISSUED BY AIRLINE AGENT: NO
REFUNDABLE/EXCHANGEABLE BY T/A IF ISSUED BY AIRLINE AGENT: NO
    
```



As per the above display routing information is mandatory for issuance. Accordingly, user should add service segment by mentioning the routing.

Entry : **IU AI HK1 DEPO DELBKK-FREE FLOW TEXT**

- IU** **TRANSACTION CODE**
- AI** **TWO-CHARACTER AIRLINE CODE**
- HK1** **ACTION CODE**
- DEPO** **SERVICE CODE**
- DELBKK** **ROUTING (Which should be Origin Destination)**

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Error-2: MULTIPLE IN CONNECTION WITH COUPONS NOT ALLOWED FOR EMD-A

Possible cause:

You are trying to enter the ICW element (Issued in conjunction with) for multiple elements without coupon number.

Solution:

User should update the ticket number with specific coupon number for service.

Pasted below is the example to issue EMD for paid seat request for 2 segments:

```

RP/DELXXXXXX/DELXXXXXX          AB/SU  10JAN16/0612Z  ABC123
DELXXXXXX/1111AB/10JAN16
 1.TEST/ABC MR
 2 LH 763 L 09FEB 3*DELMUC HK1  0045 0530  09SEP  E  LH/ABC123
 3 LH2058 L 09FEB 3*MUCHAM HK1  0630 0745  09SEP  E  LH/ABC123
 4 LH2063 L 14FEB 1*HAMMUC HK1  1000 1115  14SEP  E  LH/ABC123
 5 LH 762 L 14FEB 1*MUCDEL HK1  1205 2300  14SEP  E  LH/ABC123
 6 AP DEL 11111111,22222222 - AMADEUS TEST (INDIA) - A
 7 AP 9999991234
 8 APE TEST@AMADEUS.COM
 9 TK OK10JAN/DELXXXXXX//ETLH
10 /SSR RQST LH HK1 DELMUC/30HN,P1/S2  SEE RTSTR
11 /SSR RQST LH HK1 MUCDEL/28KN,P1/S5  SEE RTSTR
    
```



Entry: **TMI/L10/IC-TKT2209388943226E1** and for next coupon,
TMI/L11/IC-TKT2209388943226E4

```

TSM 9 TYPE P DELXXXXXX AB/10JAN 00 INT I EMD-A CARR LH
 1.TEST/ABC MR
RFIC-A/S AIR TRANSPORTATION
 1. RFISC-OB5 SEAT RESERVATION L 10
   OPERATING CC-LH FEE OWNER-LH ORIGIN-DEL DEST-MUC
   SERVICE REMARKS-CHARACTERISTICS: L
 2. RFISC-OB5 SEAT RESERVATION L 11
   OPERATING CC-LH FEE OWNER-LH ORIGIN-MUC DEST-DEL
   SERVICE REMARKS-CHARACTERISTICS: L

ADD INF/RKS:
FARE F INR 11000
EXCH VAL INR 11000
TOTAL INR 11000
FC DEL LH MUC5500 LH DEL5500INR11000END
    
```

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Error received on Incorrect entry:

```
>TMI/L10-11/IC-TKT2209388943226
MULTIPLE IN CONNECTION WITH COUPONS NOT ALLOWED FOR EMD-A

>TMI/M9/IC-TKT2209388943226
MULTIPLE IN CONNECTION WITH COUPONS NOT ALLOWED FOR EMD-A
```

```
TSM 9 TYPE P DELXXXXXX AB/10JAN 00 INT I EMD-A CARR LH
1. TEST/ABC MR
RFIC-A/S AIR TRANSPORTATION
1. RFISC-OB5 SEAT RESERVATION L 10
OPERATING CC-LH FEE OWNER-LH ORIGIN-DEL DEST-MUC
SERVICE REMARKS-CHARACTERISTICS: L
ICW-2209388943226E1
2. RFISC-OB5 SEAT RESERVATION L 11
OPERATING CC-LH FEE OWNER-LH ORIGIN-MUC DEST-DEL
SERVICE REMARKS-CHARACTERISTICS: L
ICW-2209388943226E4

ADD INF/RKS:

FARE F INR 11000
EXCH VAL INR 11000

TOTAL INR 11000
FC DEL LH MUC5500 LH DEL5500INR11000END
```

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