

## News Flash

**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  TK 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
>
                        PAGE 2 / 2
    
```

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
    
```

```

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
    
```

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## 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