

Operational information for Travel Agencies

# ISSUANCE OF A ZERO-AMOUNT EMD-A IN AMADEUS GDS

**This document is valid for:**

Austrian Airlines

Brussels Airlines

Lufthansa

Eurowings

SWISS

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## 1 Booking of free-of-charge Preferred and Extra legroom seats on continental routes on Austrian Airlines and Lufthansa

With the introduction of the new fares for Europe in 2015, multiple fare offers are booked in the same booking class, which in turn requires specific processes for Advance Seat Reservation (ASR) – in particular when booking free-of-charge seats on OS and LH flights

Up to now, the issuance of zero-amount EMDs was only needed for ASR bookings through a GDS other than Amadeus and Direct Connect channels. **With the introduction of the “Preferred Seat” on European routes for OS and LH, zero-amount EMDs also need to be issued in the below-specified cases in Amadeus.** The new process in Amadeus only applies on **flight segments within Europe only in case of free-of-charge ASR for a seat in the preferred zone or a free-of-charge extra legroom seat.**

SWISS is using a different IT solution which does not require the issuance of 0 value EMDs.

Austrian Airlines, Lufthansa and SWISS have started to work on a new harmonized IT solution to enable simplified and automated ASR processes.

### Booking process

In a seat map display, the seat itself is shown as chargeable. The corresponding seat reservation in the PNR is flagged as chargeable as well **(/SSR)**.

To ensure correct processing for a free-of-charge preferred seating zone/extra legroom seat reservation on/after 12 June 2018 (date of ASR booking) for flights departing on/after 20 June 2018 a zero-amount EMD-A needs to be issued in Amadeus.

In the following cases, this process is mandatory for **free-of-charge ASR**:

- for seats in the preferred zone on flight segments within Europe operated by OS or LH (HON Circle Members, Senators and passengers with an Economy Flex fare or Corporate rate).
- for extra legroom seats on flight segments within Europe operated by OS or LH (HON Circle Members and Senators).

The booking and issuance processes for ASR **remain unchanged in case of**:

- Free-of-charge ASR for standard seats for a Classic or Flex fare on flights within Europe (the existing process with automated SK EXMT element in Amadeus remains unchanged), including free-of-charge ASR after flight rebooking (mandatory seat pricing resulting in zero amount with EMD not required)

- Free-of-charge ASR for HON Circle Members and Senators on intercontinental flights (preferred and extra legroom seat)
- Chargeable seats (European and intercontinental flights)

austrian.com, lufthansa.com and lhgroup-agent.com automatically issue zero-amount EMDs according to this guideline. Please note: free-of-charge seats with zero-amount EMDs may be booked on LH.com for PNRs booked and ticketed in any GDS or Direct Connect solution with the exception of group bookings. Due to a technical restriction on austrian.com, booking of ancillary services including free-of-charge ASR is only possible for PNRs booked and ticketed in Amadeus GDS on OS/257 ticket stock.

The booking and issuance processes for chargeable seats in other distribution systems, e.g. Sabre and Travelport GDS, remain unchanged. Zero-amount EMDs need to be issued as per standard process.

## 2 Amadeus zero-amount EMD process

### Step 1

Create a PNR by providing all customer details including Frequent Flyer number and book and price a flight itinerary

### Step 2

**Start the regular Advance Seat Reservation process by pulling up a seat map.**

An extra legroom or preferred seat will be shown as chargeable, but with a zero-amount if the customer has a HON Circle or Senator Status (either directly in the seat map, in the ancillary service catalogue accessible with the FXK transaction or when pricing the seat with the FXG transaction).

Book the respective seat.

In the PNR, the seat request is shown as chargeable:

**/SSR RQST LH HK1 FRAMUC/09FN,P1/S2 SEE RTSTR**

### Step 3

**Price the seat request.** Please note that this step is mandatory!

Use your application functionality or use the FXG transaction.

The TSM-P will show a zero-amount pricing:

```
TSM      1  TYPE P      FRALHXXXX 88/20JUN 00 INT D EMD-A CARR LH
1.XXXX/XXX MR
RFIC-A/S  AIR TRANSPORTATION
1. RFISC-0B5 SEAT RESERVATION                                L 7
  OPERATING CC-LH FEE OWNER-LH                               ORIGIN-FRA DEST-MUC
  SERVICE REMARKS-CHARACTERISTICS: O
2. RFISC-0B5 SEAT RESERVATION                                L 6
  OPERATING CC-LH FEE OWNER-LH                               ORIGIN-MUC DEST-FRA
  SERVICE REMARKS-CHARACTERISTICS: O

ADD INF/RKS:

FARE      F  EUR          0.00
EXCH VAL  EUR          0.00

TOTAL      EUR          0.00
VCC      DE
FC  FRA LH MUC0.00 LH FRA0.00EUR0.00END
```

### Step 4 – new process in Amadeus – EMD issuance with zero-amount

**Issue the zero-amount EMD-A for the seat reservation.** As a general rule, the same form of payment (FOP) as for the ETKT shall be used.

## 3 Rebooking

Zero-amount EMD-A documents for ASR in Amadeus are to be processed according to the standard processes, i.e.

1. in case of an ETKT revalidation, the existing EMD-A is re-associated automatically
2. in case of an ETKT reissue, the EMD-A
  - is either reissued (by using the Amadeus Service Changer, where applicable)
  - or it is forfeit.

The existing reseating policies for OS and LH apply.