

**Amadeus – how to do the reissue and issue the residual value EMD**  
 (Version 1, as of 28 April 2020)

**1. Reissue**

**Original TST**

```
TST00001      DUSXXXXXX HE/10APR I 0                OD FRAFRA
T-
FXP/FF-CLASSIC
  1.HOWTO/TST MRS
1  FRA LH 1058 W 18SEP 0815  OK WDECLSP3          18SEP18SEP 1PC
2  O NCE LH 1069 W 23SEP 0715  OK WDECLSP3          23SEP23SEP 1PC
  FRA
FARE  F EUR      282.00
TX001 X EUR      52.00-YQAD TX002 X EUR      12.90-OYCB TX003 X EUR      9.95-DESE
TX004 X EUR      26.59-RAEB TX005 X EUR      4.63-FRSE TX006 X EUR      7.85-FRTI
TX007 X EUR       1.13-IZEB TX008 X EUR      1.50-O4VC TX009 X EUR      6.02-QXAP
TX010 X EUR       16.00-YR
TOTAL  EUR      420.57
GRAND TOTAL EUR      420.57
FRA LH NCE158.40LH FRA158.40NUC316.80END ROE0.890130
13.FE FARE RESTRICTION MAY APPLY
14.FP CASH
15.FV LH
```

**Build TST for new routing:**

Example 1: **The new ticket is less expensive than the original ticket**

Make a reissue with no ADC and issue EMD RSVR (see below) for EUR 50/USD 50/CHF 50

**Price new routing**

```
TST00002      DUSXXXXXX HE/24APR I 0                OD FRAFRA
T-
FXP/FF-CLASSIC
  1.HOWTO/TST MRS
1  FRA LH 1058 L 21DEC 0820  OK LDECLSP3          21DEC21DEC 1PC
2  O NCE LH 1065 L 26DEC 1855  OK LDECLSP3          26DEC26DEC 1PC
  FRA
FARE  F EUR      126.00
TX001 X EUR      18.00-YQAD TX002 X EUR      12.90-OYCB TX003 X EUR      9.95-DESE
TX004 X EUR      26.59-RAEB TX005 X EUR      4.63-FRSE TX006 X EUR      7.85-FRTI
TX007 X EUR       1.13-IZEB TX008 X EUR      1.50-O4VC TX009 X EUR      5.50-QXAP
TX010 X EUR       16.00-YR
TOTAL  EUR      230.05
GRAND TOTAL EUR      230.05
FRA LH NCE70.77LH FRA70.77NUC141.54END ROE0.890130
17.FE FARE RESTRICTION MAY APPLY
18.FP CASH
19.FV LH
```

**Set TST to exchange with no additional collection**

```
>TTI/ECXH/T2 (T2 = number of new TST)
TST00002      DUSXXXXXX HE/24APR M 1          OD FRAFRA
T-
FXP/FF-CLASSIC
  1.HOWTO/TST MRS
1  FRA LH 1058 L 21DEC 0820  OK LDECLSP3          21DEC21DEC 1PC
2  O NCE LH 1065 L 26DEC 1855  OK LDECLSP3          26DEC26DEC 1PC
  FRA
FARE  R EUR      126.00
TX001 O EUR      18.00-YQAD TX002 O EUR      12.90-OYCB TX003 O EUR      9.95-DESE
TX004 O EUR      26.59-RAEB TX005 O EUR      4.63-FRSE TX006 O EUR      7.85-FRTI
TX007 O EUR      1.13-IZEB TX008 O EUR      1.50-O4VC TX009 O EUR      5.50-QXAP
TX010 O EUR      16.00-YR
TOTAL  EUR        0.00
GRAND TOTAL EUR        0.00
FRA LH NCE70.77LH FRA70.77NUC141.54END ROE0.890130
17.FE FARE RESTRICTION MAY APPLY
18.FP O/CASH
19.FV LH
```

**Enter original Ticket number (FO)**

```
>FO220-2300782193E1DUS10PR20/232XXXX
```

**Update Endorsement-box (FE) with applicable TWP, i.e. TWP 2011 or TWP 2012**

```
>17/FARE RESTRICTIONS MAY APPLY / TWP 2011
```

Prepare EMD RSVR (see below), print new ticket and issue EMD RSVR for EUR 50/USD 50/CHF 50 simultaneously. The remaining residual amount is forfeit.

Example 2: The new ticket is more expensive than the original ticket

**Original TST**

```
TST00001      DUSXXXXXX HE/10APR I 0          OD FRAFRA
T-
FXP/FF-CLASSIC
  1.HOWTO/TST MRS
1  FRA LH 1058 W 18SEP 0815  OK WDECLSP3          18SEP18SEP 1PC
2  O NCE LH 1069 W 23SEP 0715  OK WDECLSP3          23SEP23SEP 1PC
  FRA
FARE  F EUR      282.00
TX001 X EUR      52.00-YQAD TX002 X EUR      12.90-OYCB TX003 X EUR      9.95-DESE
TX004 X EUR      26.59-RAEB TX005 X EUR      4.63-FRSE TX006 X EUR      7.85-FRTI
TX007 X EUR      1.13-IZEB TX008 X EUR      1.50-O4VC TX009 X EUR      6.02-QXAP
TX010 X EUR      16.00YR
TOTAL  EUR      420.57
GRAND TOTAL EUR      420.57
FRA LH NCE158.40LH FRA158.40NUC316.80END ROE0.890130

13.FE FARE RESTRICTION MAY APPLY
14.FP CASH
15.FV LH
```

Calculate the new ticket price, deduct EUR 50/USD 50/CHF 50 and reissue by collecting the difference between the original and the old ticket.

Price the new routing

```
TST00002      DUSXXXXX HE/24APR I 0          OD FRAFRA
T-
FXP/FF-CLASSIC
  1.HOWTO/TST MRS
1  FRA LH 1112 H 21DEC 1010  OK HDECLSP0      21DEC21DEC 1PC
2  O  MAD LH 1121 H 26DEC 0610  OK HDECLSP0      26DEC26DEC 1PC
  FRA
FARE  F  EUR      376.00
TX001 X  EUR      90.00-YQAD TX002 X  EUR      12.90-OYCB TX003 X  EUR      9.95-DESE
TX004 X  EUR      26.59-RAEB TX005 X  EUR      14.95-JDAE TX006 X  EUR      0.61-OGCO
TX007 X  EUR       3.38-QVDP TX008 X  EUR      16.00-YR
TOTAL  EUR      550.38
GRAND TOTAL EUR      550.38
FRA LH MAD211.20LH FRA211.20NUC422.40END ROE0.890130
11.FE FARE RESTRICTION MAY APPLY
12.FP CASH
13.FV LH
```

New Grand Total EUR 550.38  
 Original Grand Total EUR 420.57  
 Difference EUR 129.81  
 Minus EUR 50.00 **EUR 79.81 -> amount to be collected**

Set TST to exchange and change amount to be collected – 2 steps

Step 1: Set TST to EXCH

```
>TTI/ECXH/T2 (T2 = number of new TST)
TST00002      DUSXXXXX HE/24APR M 1          OD FRAFRA
T-
FXP/FF-CLASSIC
  1.HOWTO/TST MRS
1  FRA LH 1112 H 21DEC 1010  OK HDECLSP0      21DEC21DEC 1PC
2  O  MAD LH 1121 H 26DEC 0610  OK HDECLSP0      26DEC26DEC 1PC
  FRA
FARE  R  EUR      376.00
TX001 O  EUR      90.00-YQAD TX002 O  EUR      12.90-OYCB TX003 O  EUR      9.95-DESE
TX004 O  EUR      26.59-RAEB TX005 O  EUR      14.95-JDAE TX006 O  EUR      0.61-OGCO
TX007 O  EUR       3.38-QVDP TX008 O  EUR16.00-YR
TOTAL  EUR       0.00
GRAND TOTAL EUR       0.00
FRA LH MAD211.20LH FRA211.20NUC422.40END ROE0.890130
11.FE FARE RESTRICTION MAY APPLY
12.FP O/CASH
13.FV LH
```

Step 2: Change amount to be collected

```
>TTI/T2/REUR376.00/OEUR90.00YQ/OEUR12.90OY/OEUR9.95DE/OEUR26.59RA/OEUR14.95JD/OEUR0.61OG/OEUR3.38QV/TEUR79.81
```

Now enter FO and update FE as shown above  
 Print new ticket – an EMD is not issued here, because the EUR50 are deducted from the additional collection (ADC).

Example 3: The additional collection is less than EUR 50

If the additional collection is less than EUR 50:

- Reissue with no ADC
- Issue EMD for the difference

Example:

New Grand Total EUR 380.37

Original Grand Total EUR 354.57

Difference EUR 25.80 is deducted from the EUR 50,- discount

Issue EMD RSVR (see below) for EUR 24.20 (difference between EUR 50,- discount and additional collection)

Example 4: The new ticket price is identical to the old ticket price

- Reissue with no ADC
- Issue RSVR EMD for EUR/USD/CHF 50

**2. How to issue an EMD for residual value in Amadeus (RSVR)**

Attention: An EMD with a refundable residual value must be issued together with the new exchange document. A residual value EMD cannot be issued as a standalone document. If the new ticket price is lower than the old one, the EUR/USD/CHF 50 discount has to be issued as residual value EMD RSVR. The refund can be requested via *BSP/link* (Refund Application). In countries without a BSP you can request refunds by e-mail using the standard process. We ask for your understanding that due to the current situation there may be delays in processing refund requests.

**Step 1: Enter the SVC element in the PNR**

In the PNR, a service element for service RSV = RESIDUAL VALUE for the respective airline is entered (OS, LH, LX, SN or EN).

>IU yy NN1 RSVR FRA (residual value)

**Step 2: Build-up the pricing record (TSM-P)**

A TSM-P must be built up for the corresponding validating carrier of the service segment

>TMC/VYY/L4 (L4 = line number of the SVC element)

**Step 3: Update the pricing record with the necessary information**

The entries can also be combined (exception: form of payment)

>TMI/M2/DYY (Present to: YY = Airline name)

>TMI/M2/AXXX (Present at: XXX = airport code or name)

>TMI/M2/R (refundable amount) /O (refundable tax(s) /W 0.00

Total amount W is always 0.00

Here, R stands for Reissue Fare, O for old (paid) Tax, W for total amount

Example:

>TMI/M2/R51.00/O1.45EN/O2.50RA/W0.00

>TMI/M2/CV-50.00 (Coupon Value= tariff amount without taxes)

>TMI/M2/FP-O/CCAXXXXXXXXXXXXXXXXXXXX2221/1221 (original form of payment)  
>TMI/M2/YD for travel within Germany or >TMI/M2/YI for international travel

### International Indicator:

D = with VAT (within Germany)

I = without VAT (international)

>TMI/M2/FO

Ticket number of the original e-ticket for which the residual value is due at the time of reissue.

Example:

>TMI/FO-220-3312123454E1DUS03JAN20/23212345

Tip: When issuing the residual value document, always enter the FO element for the TSM-P by entering FO\*L (line number of FA element) to display the original ticket information.

Copy the displayed format and use the copied part for the TMI/FO input. You can then use the same FO\* input again for the generation of the FO element for the Reissue TST. (This procedure is useful because the FO\* entry is rejected as soon as a corresponding FO element is present in the PNR).

Of course, you may also enter the FO first into the TST and then enter the FO into the TSM.

### 3. Issue of the exchange ticket and EMD for the residual value

The issue of a residual value EMD must be made together with the issuance of the exchange ticket.

In the EMD, the new ticket number is automatically entered in the "Issued in Connection With" field.

Example:

>TTP/T1/TTM/M1