Emirates Service Policy

Ancillary Services policy

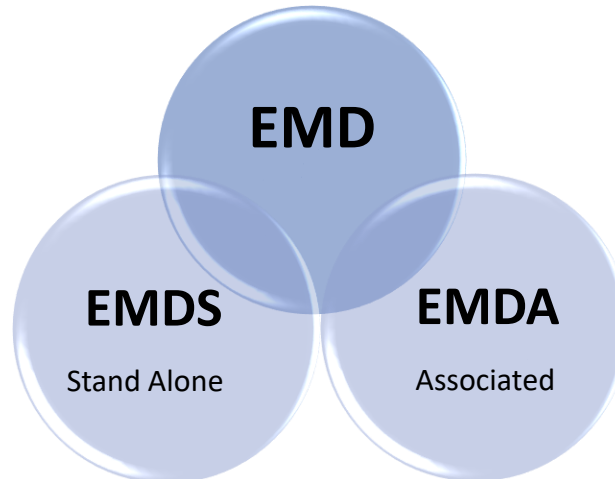# Index

Automated Pricing Services

Emirates EMD – GDS (Amadeus)

Pleased to announce that effective 20th Nov 2023, Emirates has implemented EMD issuance with Amadeus for EK services in Iran Market to take advantage of ancillary services.

EMD Types:

1. EMD-A (EMD Associated), which is directly linked to an individual flight coupon, e.g. Meals, Excess Baggage

2. EMD-S (EMD Standalone), which fully replaces Automated /Virtual MCO (Miscellaneous Charge Order), e.g. Deposits, Change Fee

EMD Service Type & EMD Type:

EMD Service	EMD Type	Issuance
Pre Reserved Seat Assignment	Associated	Will be issued in OPEN status
Name Correction Fee	Stand Alone	Will be issued in FLOWN status
Group Deposit Down Payment	Stand Alone	Will be issued in SUSPENDED status

EMD Service Type Entries in Amadeus:

Entry: EGSD/VEK

```
LIST OF EMD SERVICES FOR AIRLINE: EK

   CODE  RFIC/SC  BOOK  TA ISS. DESCRIPTION

  NSST   A/0B5   SEAT    YES   PRE RESERVED SEAT ASSIGNMENT
  DEPO   D/997   SVC     YES   DEPOSITS DOWN PAYMENTS
  NMCF   I/02G   SVC     YES   NAME CORRECTION FEE
```

EMD Assignment through Amadeus:

Entry: TOQD/T-EK

```
TICKET QUOTA SYSTEM   CONSOLIDATOR  EMIRATES

AGY NO - 00000000    QUOTA PERIOD
                     01DEC-15DEC                    10 DEC 2023
---------------------------------------------------------------
AIRLINE            ITIN TC/DT   PERM   CURR  ISSUED REMAINING
---------------------------------------------------------------
EK  EMIRATES             TKTT    260    260     40       220
EK  EMIRATES             EMDS     30     30      0        30
EK  EMIRATES             EMDA     30     30      3        27
```

1.1 Chargeable Seats

Service Description and Purpose
Allowing EMD-A issuance for chargeable seat service

Detailed EMD flow

Initial PNR

```
> RT

--- TST RLR ---
RP/THRI42145/THRI42145          BA/SU  14DEC23/1421Z   W7KPLZ
  1.ATAEI/SAHAND MR   2.BARANIBEHBAHANI/TINA SADAT MRS
  3  EK 980 L 24DEC 7 IKADXB HK2         1840 2120   *1A/E*
  4  EK 979 L 04JAN 4 DXBIKA HK2      3  1500 1650   *1A/E*
  5 AP THR +98(21)43951000 - SANASEIR - A
  6 AP S MB
  7 APS MAHSA NIKI
  8 APS MRS HASHEMI
  9 TK OK14DEC/THRI42145//ETEK
 10 /SSR RQST EK HK1 IKADXB/18DN,P1/S3   SEE RTSTR
 11 SSR ADTK 1A RITK/ADTKT BY 17DEC 1211 THR LT
 12 SSR DOCS EK HK1 P/IRN/L51520892/IRN/24JUL96/M/22OCT24/ATAEI/
       SAHAND/P1
 13 SSR DOCS EK HK1 P/IRN/Y53910980/IRN/22JUN96/F/03MAR26/BARANI
       BEHBAHANI/TINA SADAT/P2
 14 SSR CTCM EK HK2 09126502757
 15 SSR CTCE EK HK2 SANASEIR/GMAIL.COM
 16 SSR OTHS 1A INVALID DATA IN SSR CTCE
 17 FA PAX 176-2415878109/ETEK/IRR130801000/14DEC23/THRI42145/33
       215280/S3-4/P1
 18 FA PAX 176-2415878110/ETEK/IRR130801000/14DEC23/THRI42145/33
       215280/S3-4/P2
)>
```

Prior to booking the chargeable seat service, Booking has to be completed and RLOC has to be return and presented in PNR.

Seat is to be selected from EK seat map:

Pricing

Ancillary Services are in the scope, automatic pricing is available and opened to Amadeus T/As.

_ TSM-P automatic creation: **FXG** entry
_ Form or payment is required before EMD issuance (**TMI/FP-CASH**, for example)
_ In Connection with information is required.

Entry: FXG/L10

```
> fxg/l10

FXG/L10

 PASSENGER          PTC -----------------------------------------
OC   SRV   NP PR FLGT DATE (IRR)FARE    TAX          TOTAL

 01 ATAEI/SAHANDMR   ADT
 0B5 RQST   1 EK980   24DEC IRR4739000            IRR4739000
■
```

Form of Payment

Entry: TMI/M1/FP-CASH

TMI	Update TSM
/M1	TSM number
/FP-CASH	Form of Payment

```
> tmi/fp-cash

TSM   1  TYPE P    THRI42145 BA/19DEC 00 INT I EMD-A CARR EK
  1.ATAEI/SAHAND MR
RFIC-A/A   AIR TRANSPORTATION
    1. RFISC-0B5 PRE RESERVED SEAT ASSIGNMENT                      L  10
       OPERATING CC-EK FEE OWNER-EK  CPN VALUE-4739000    ORIGIN-IKA DEST-DXB
       SERVICE REMARKS-CHARACTERISTICS: O
       NON REFUNDABLE
       NON EXCHANGEABLE
       NON INTERLINEABLE

ADD INF/RKS:

FARE   F  IRR    4739000
EXCH VAL   IRR    4739000

TOTAL     IRR    4739000  BSR  105307.2832
FP  CASH
■
```

Issuance

Entry: TTM/M1/T-EK/RT

OK EMD

Manual creation of EMD for SVC

2.1 EMD For Name Correction

Step 1. Travel Agent should create a new booking with correct name.
Step 2. EMD must be issued on the original PNR with incorrect name.

Step 3. Create SVC (Auxiliary Service Element)

Original Booking with Incorrect Name

```
>  rt/gon

 --- TST RLR ---
RP/THRI42145/THRI42145              EK/RM  19DEC23/0629Z   WMGWJ9
  1.GOHARVAR/LADAN MRS
  2   EK 978 L 25DEC 1 IKADXB HK1         0430 0705   *1A/E*
  3   EK2490 L 29DEC 5 DXBIKA HK1      3  2045 2240   *1A/E*
  4 AP THR +98(21)43951000 - SANASEIR - A
  5 AP S MB
  6 TK TL19DEC/THRI42145
  7 SSR OTHS 1A FLIGHT NUMBERS SERIES 1000-1999 WILL ARRIVE AND
       DEPART IN
  8 SSR OTHS 1A DXB FROM T3
  9 SSR OTHS 1A EK2490/29DEC OPERATES AS FZ1929/29DEC DXB-IKA
 10 SSR ADTK 1A RITK/ADTKT BY 20DEC23 0959 THR LT ELSE BKG WILL
       BE
 11 SSR ADTK 1A XXLD
 12 FE PAX NON-END/SAVER REWARD UPGDS ALLOWED/S2-3
 13 FV PAX EK/S2-3

>
```

New Booking with Correct Name

```
>  er

 --- RLR ---
RP/THRI42145/THRI42145              BA/SU  19DEC23/0750Z   WSDEBV
  1.GOHARVAR/LALEH MRS
  2   EK 978 L 25DEC 1 IKADXB HK1         0430 0705   *1A/E*
  3   EK2490 L 29DEC 5 DXBIKA HK1      3  2045 2240   *1A/E*
  4 AP THR +98(21)43951000 - SANASEIR - A
  5 AP S MB
  6 AP MA
  7 TK OK19DEC/THRI42145

>
```

Entry: IU EK NN1 NMCF IKADXB/25DEC-Name Change

IU	Transaction Code
EK	Two-character airline code of the airline providing the service
NN1	Action code, number of services
NMCF	Four character service code
IKA	Three letter origin city or airport code Origin city or airport code (mandatory)
LIS	Three letter destination city or airport code (can be mandatory, depending on the airline)
/	Free text information

```
> iu ek nn1 nmcf ikadxb/25dec-name correction fee

--- TST RLR ---
RP/THRI42145/THRI42145          EK/RM  19DEC23/0629Z   WMGWJ9
  1.GOHARVAR/LADAN MRS
  2 SVC EK HK1 NMCF IKADXB 25DEC-NAME CORRECTION FEE
  3  EK 978 L 25DEC 1 IKADXB HK1        0430 0705   *1A/E*
  4  EK2490 L 29DEC 5 DXBIKA HK1     3  2045 2240   *1A/E*
  5 AP THR +98(21)43951000 - SANASEIR - A
  6 AP S MB
  7 TK TL19DEC/THRI42145
  8 SSR OTHS 1A FLIGHT NUMBERS SERIES 1000-1999 WILL ARRIVE AND
      DEPART IN
  9 SSR OTHS 1A DXB FROM T3
 10 SSR OTHS 1A EK2490/29DEC OPERATES AS FZ1929/29DEC DXB-IKA
 11 SSR ADTK 1A RITK/ADTKT BY 20DEC23 0959 THR LT ELSE BKG WILL
      BE
 12 SSR ADTK 1A XXLD
 13 FE PAX NON-END/SAVER REWARD UPGDS ALLOWED/S3-4
 14 FV PAX EK/S3-4
```

Manual creation of a TSM-P pricing record

Entry: TMC/L2/VEK

TMC	Create a TSM
/L2	Line number of the SVC element
/VEK	Validating Carrier (EK)

```
> tmc/l2/vek

TSM   1  TYPE P    THRI42145 BA/19DEC 11      EMD-S CARR EK
  1.GOHARVAR/LADAN MRS
RFIC-I    INDIVIDUAL AIRLINE USE
    1. RFISC-02G NAME CORRECTION FEE                     L   2
       OPERATING CC-EK                       ORIGIN-IKA DEST-DXB
       NON EXCHANGEABLE
       NON INTERLINEABLE
       CONSUMED AT ISSUANCE


ADD INF/RKS:
```

Manual update of a TSM-P pricing record

Entry: TMI/CV-11601000

(coupon value: 11601000 >> IRR Fee Amount Equivalent USD 30)

 Copy/Paste the incorrect TKT Number

Entry: TMI/IC-TKT17611111111

(issued in connection with 17611111111)

Entry: TMI/FIRR11601000 (Fare: 11601000 IRR)

Entry: TMI/FP-CASH (Form of Payment: Cash)

 Issue the EMD-S and stay in the PNR. Enter:

 Entry: TTM/M1/T-EK/RT

OK ETICKET/EMD

```
> tmi/cv-11601000

TSM   1  TYPE P     THRI42145 BA/19DEC 11        EMD-S CARR EK
  1.GOHARVAR/LADAN MRS
RFIC-I    INDIVIDUAL AIRLINE USE
    1. RFISC-02G NAME CORRECTION FEE                          L   2
       OPERATING CC-EK              CPN VALUE-11601000    ORIGIN-IKA DEST-DXB
                 NVA-25DEC23
       NON EXCHANGEABLE
       NON INTERLINEABLE
       CONSUMED AT ISSUANCE
```

Manual creation of EMD for SVC

2.2 EMD for Group Deposit Down Payment

Step 1. Claim Group Booking & Insert one Name as mentioned.
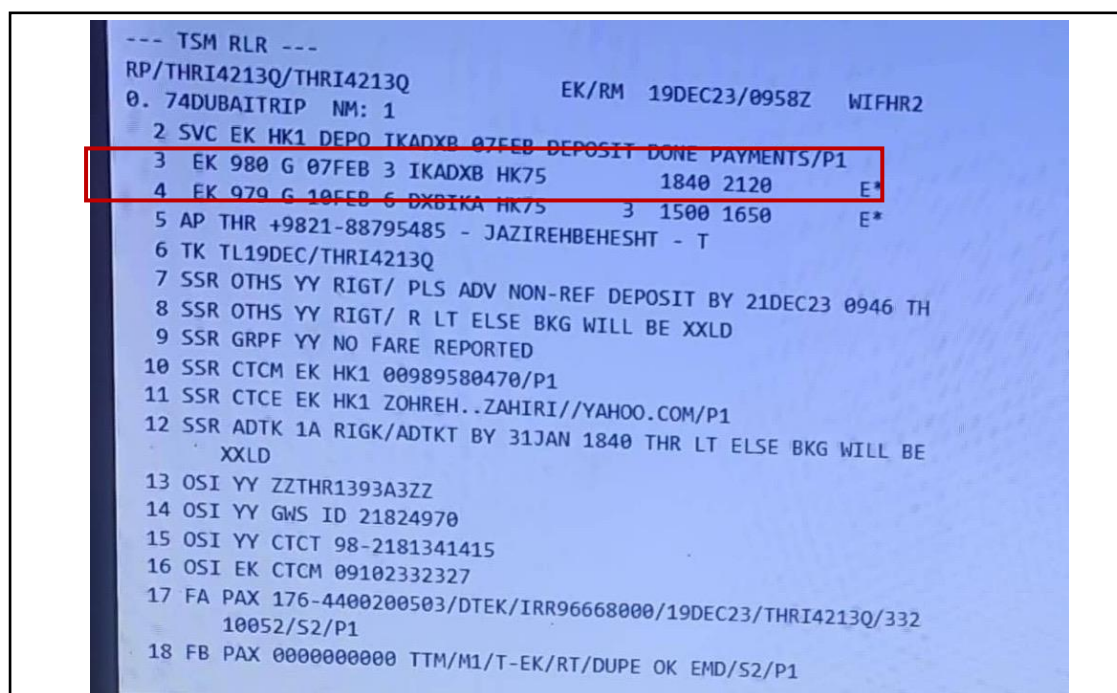
RO EK (RLOC)

ER

NG20 Agent Name/Agency (20 is the number of passengers with the group name)

Step 2. Create SVC (Auxiliary Service Element)

Entry: IU EK NN1 DEPO IKADXB/07FEB - DEPOSITS DOWN PAYMENTS/P1

IU	Transaction Code
EK	Two-character airline code of the airline providing the service
NN1	Action code, number of services
DEPO	Four character service code
IKA	Three letter origin city or airport code Origin city or airport code (mandatory)
DXB	Three letter destination city or airport code (can be mandatory, depending on the airline)
-	Free text information
/P1	Passenger association

```
--- TSM RLR ---
RP/THRI4213Q/THRI4213Q
0. 74DUBAITRIP  NM: 1              EK/RM  19DEC23/0958Z   WIFHR2
  2 SVC EK HK1 DEPO IKADXB 07FEB DEPOSIT DONE PAYMENTS/P1
  3 EK 980 G 07FEB 3 IKADXB HK75          1840 2120      E*
  4 EK 979 G 10FEB 6 DXBIKA HK75       3  1500 1650      E*
  5 AP THR +9821-88795485 - JAZIREHBEHESHT - T
  6 TK TL19DEC/THRI4213Q
  7 SSR OTHS YY RIGT/ PLS ADV NON-REF DEPOSIT BY 21DEC23 0946 TH
  8 SSR OTHS YY RIGT/ R LT ELSE BKG WILL BE XXLD
  9 SSR GRPF YY NO FARE REPORTED
 10 SSR CTCM EK HK1 00989580470/P1
 11 SSR CTCE EK HK1 ZOHREH..ZAHIRI//YAHOO.COM/P1
 12 SSR ADTK 1A RIGK/ADTKT BY 31JAN 1840 THR LT ELSE BKG WILL BE
      XXLD
 13 OSI YY ZZTHR1393A3ZZ
 14 OSI YY GWS ID 21824970
 15 OSI YY CTCT 98-2181341415
 16 OSI EK CTCM 09102332327
 17 FA PAX 176-4400200503/DTEK/IRR96668000/19DEC23/THRI4213Q/332
      10052/S2/P1
 18 FB PAX 0000000000 TTM/M1/T-EK/RT/DUPE OK EMD/S2/P1
```

Step 3. Manual update of a TSM-P pricing record

Entry: TMC/L1/VEK

TMC	Create a TSM
/L1	Line number of the SVC element
/VEK	Validating Carrier (EK)

Entry: TMI/M1/CV- 991425000

(coupon value amount IRR: 96668000)

Entry: TMI/M1/FUSD250/EIRR96668000
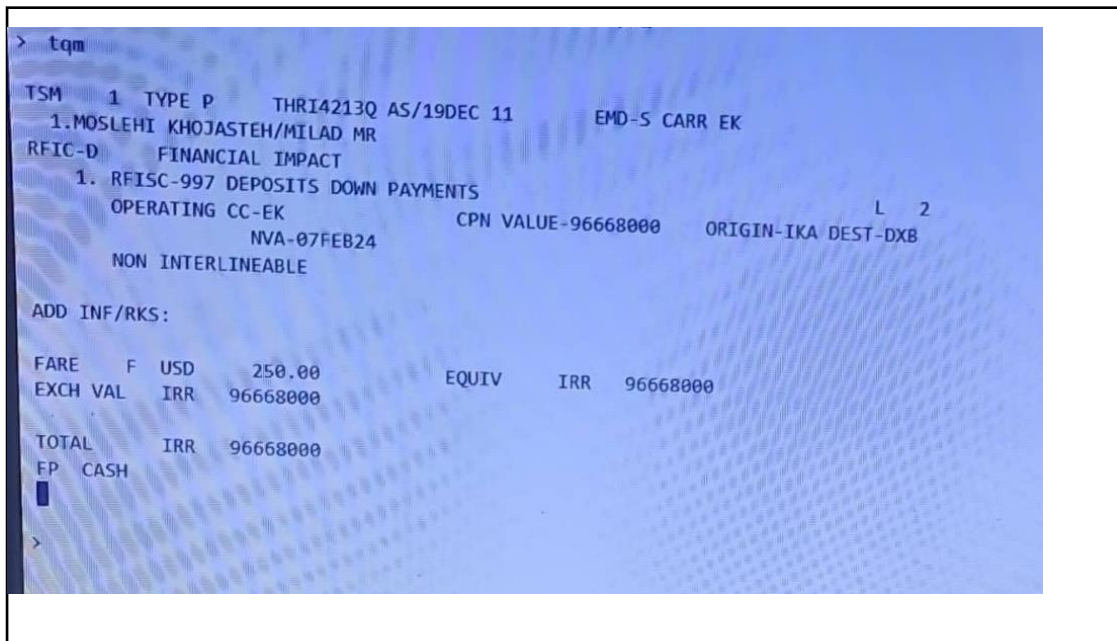
Entry: TMI/FP-CASH

(Form of Payment: Cash)

 Step 4. TQM

Issue the EMD-S and stay in the PNR. Enter:

Entry: TTM/M1/T-EK/RT

OK ETICKET/EMD

Entries for EMD

TMC/VEK/L5	Create EMD mask by Service selection , from the PNR service line number
TMC/VEK/P1	Create EMD mask by Passenger selection
TMI/M1	Update data in EMD TSM number 1
TMI/FC-free flow	Fare calculation
TMI/FT-tour code layout	Tour code
TMI/FP-form of payment layout	Form of payment
TMI/FE-endorsement layout	Endorsement
TMI/FO-exchange info layout	Exchange information
TMI/FM-5	Commission (percentage)
TMI/FM-5.00A	Commission (amount)
TMI/CV-120.00	Coupon value
TMI/PC-2	Excess baggage– Piece
TMI/KG-12.3	Excess baggage – Kilos
TMI/ER-EUR20.5	Rate per Unit