

## Travel Agencies procedures for issuing Vouchers through AMADEUS

Voucher EMD, under code service "ECOV", may be issued in exchange of eligible unused tickets. ECOV is a non-refundable EMD, valid 12 months starting from the issuance date, and can be used subsequently as credit for AT ticket.

To create an ECOV EMD, It is possible to use an existing PNR as well as create a new PNR (no air segment is needed).

Scenario: issuing ECOV for totally unused ticket using new PNR

- Insert mandatory elements : NM, AP,TK
- Create the SVC element for ECOV : **IUATNN1ECOVCASIST/ 20MAY/P1**

|                       |                                                           |
|-----------------------|-----------------------------------------------------------|
| <b>IU AT NN1 ECOV</b> | Transaction code to add SVC element                       |
| <b>CASIST</b>         | Itinerary (points of origin/ destination)                 |
| <b>/20MAY</b>         | Slash followed by date of EMD issuance                    |
| <b>/P1</b>            | Mandatory association if PNR including more than 1 person |

System Response:

```

--- TSM ---
RP/CASAT0222/CASAT0222      99/SU 19MAY20/1235Z  URGOCY
 1.TEST/ECOV
 2 SVC AT HK1 ECOV CASIST 19MAY
 3 AP NC
 4 TK OK19MAY/CASAT0222
>

```

- Create TSM-P mask : **TMC/VAT**

System response:

```

TSM  1 TYPE P   CASAT0222 99/19MAY 11   EMD-S CARR AT
 1.TEST/ECOV
RFIC-A/A  AIR TRANSPORTATION
 1. RFISC-A0Q COVID19 VOUCHER                                L 2
  OPERATING CC-AT                                ORIGIN-CAS DEST-IST

ADD INF/RKS:

```

- Update the panel with the following mandatory elements :  
**TMI/RMAD2535.00/W0.00/CV-2535.00**

## Travel Agencies procedures for issuing Vouchers through AMADEUS

|                    |                                                 |
|--------------------|-------------------------------------------------|
| <b>TMI</b>         | Transaction code to update panel                |
| <b>R</b>           | Set the mask to Reissue mode                    |
| <b>MAD2535.00*</b> | Currency code followed by fare amount           |
| <b>W0.00</b>       | Additional charge is to be set to 0 for reissue |
| <b>CV-2535.00</b>  | Coupon value followed by Emd amount value (1)   |

(1) Fare amount and Coupon value should be equal.

- Update FO element : **TMI/FO-147-1234567890E1CAS20MAR20**

|                       |                               |
|-----------------------|-------------------------------|
| <b>TMI/FO-</b>        | Transaction code              |
| <b>147-1234567890</b> | ticket number to be exchanged |
| <b>E1</b>             | E1 for totally unused tickets |
| <b>CAS</b>            | Place of ticket issuance      |
| <b>20MAR20</b>        | Date of ticket issuance       |

- Update Endo box information as follows : **TMI/CR-NON REF VALID TIL DD MM YY** (specify The EMD validity which is 12 months starting from date of issuance).
- Update the In Conjunction With element: **TMI/IC-TKT1471234567890** (ticket number being exchanged)  
System response:

|                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>TSM 1 TYPE P CASAT0222 99/19MAY 11 EMD-S CARR AT<br/> 1.EMDS/ECOV<br/> RFIC-A/A AIR TRANSPORTATION<br/> 1. RFISC-A0Q COVID19 VOUCHER L 2<br/> OPERATING CC-AT CPN VALUE-2535.00 ORIGIN-CAS DEST-IST<br/> SERVICE REMARKS-NON REF VALID TIL 19 05 21<br/> NVA-19MAY20<br/> ICW-1472415328658</p> <p>ADD INF/RKS:</p> <p>FARE R MAD 2535.00<br/> EXCH VAL MAD 2535.00</p> <p>TOTAL MAD 0.00<br/> FO 147-2415328658CAS19MAY20/00990010/147-24153286581E1</p> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

- Update form of payment : **TMI/FP-O/NR**
- Issue EMD : **TTM**

|                          |                                                              |
|--------------------------|--------------------------------------------------------------|
| <b>TTM/EPR-EMLA</b>      | Issue EMD and send document to email address existing in PNR |
| <b>TTM/EPR-EML-email</b> | Issue EMD and send document to a specific address            |

## Travel Agencies procedures for issuing Vouchers through AMADEUS

Result at PNR level:

```

--- TSM ---
RP/CASAT0222/CASAT0222      99/SU 19MAY20/1255Z URJV6J
1.EMDS/ECOV
2 SVC AT HK1 ECOV CASIST 19MAY
3 AP NC
4 TK OK19MAY/CASAT0222
5 FA PAX 147-9800004006/DTAT/MAD0.00/19MAY20/CASAT0222/0099001
  0/S2
6 FB PAX 0000000000 TTM OK EMD/S
  
```

Display EMD from PNR: **EWD**

```

EMD-1479800004006  TYPE-S          SYS-1A LOC-URJV6J
INT-      FCI-1 1    POI-CAS      DOI-19MAY20    IOI-00990010
PAX- EMDS/ECOV          ADT
RFIC-A AIR TRANSPORTATION
REMARKS-
CPN-1 RFISC-A0Q AT CASIST S-O          VALUE-2535.00
DESCRIPTION-COVID19 VOUCHER
PRESENT TO-
PRESENT AT-
ICW-1472415328658
SERVICE REMARKS-NON REF VALID TIL 19 05 21
FARE R MAD 2535.00
EXCH VAL MAD 2535.00 RFND VAL
TAX-
TOTAL MAD NO ADC
/FC
FO 147-2415328658CAS19MAY20/00990010/147-2415328658
FP O/NR
FOID-
NON-ENDORSABLE
  
```

For the other GDS, please use the service code and RSIFC below:

| code service | Reason for Issuance sub code |
|--------------|------------------------------|
| ECOV         | RFISC-A0Q                    |

\* Calculation of due value on partially unused tickets for ECOV issuance:

Withdraw from total value:

- The used segments value and YQ related (to be calculated in prorate: mileage used versus mileage paid by customer)
- Airport taxes related to used segments