Amadeus EMD Server

Secure and track service revenues

Amadeus EMD Server helps you eliminate all paper documents for services

The airline industry is increasingly competitive and airlines rely more and more on ancillary services for additional revenue. To succeed, you need to take full advantage of every available opportunity. Stay one step ahead of your competitors by switching to electronic documentation to reach new market and access new revenue opportunities with interlining and codeshare agreements. More than 120 airlines are using Amadeus EMD Server. Amadeus has been at the forefront of the drive for industry-wide adoption of Electronic Miscellaneous documents (EMD). Amadeus is the first IT provider to issue EMDs through more than ten global distribution systems and allow interlining with both Amadeus-hosted and non-hosted partners.

Increase profit and beat the competition

Amadeus EMD Server is a multi-channel solution which allows interline service offerings across itineraries, enabling you and your interline/alliance partners to capture every sales opportunity and create additional revenue streams.

Full visibility of payment status at the airport makes for easy control of waivers while comprehensive reporting gives you systematic revenue tracking abilities.

The solution allows EMD distribution through the main global distribution systems to reach new market opportunities faster than your competitors.

Achieve the industry mandate

All virtual miscellaneous charges orders (vMCO) and virtual multi-purpose documents (VMPD) in markets that use the Billing and Settlement Plan (BSP) solution have been phased out (IATA mandate).

Additionally, Amadeus will support next phase of mandate applicable to interline and ground handling scenarios.

Integrate an IATA compliant interface

The Amadeus EMD Server interface is IATA compliant and it is fully integrated into the Amadeus Altéa Suite. This enables efficient and seamless operation across all reservation, ticketing and departure control systems, as well as your revenue collection and reporting solutions.

The solution is also integrated into the flow for the sale of ancillary services, and an EMD can be issued and reissued for any ancillary service. Moreover, it ensures seamless delivery of the services your customers value most, even in the event of flight disruptions.

Enhance productivity

Amadeus EMD Server integrates with your sales, service delivery, revenue tracking, and reporting processes to deliver enhanced business productivity, reduce operational costs and maximise yields.

By providing an electronic audit trail of document usage, users can easily identify possible issues (such as fraud) and verify information.

⚙ Key Features

Allow EMD issuance and follow up transactions

Supports the following functionalities:

_ EMD issuance and exchange

_ EMD refund and cancellation of refund

_ EMD void of issuance and exchange

_ EMD display

_ Dissociate an EMD from e-ticket

_ Associate an EMD with e-ticket

Data storage and management

Store and manage your EMD records in one database

EMD interline

_ Provide connections between Amadeus EMD Server and your partners' EMD servers for the issuance and usage of interline EMDs

_ Enable sales with partners that are not EMD capable

Full reporting

Report full EMD data with a choice of format and delivery options to facilitate accounting.

Seamless integration

Full integration with Amadeus Altéa Reservation, Amadeus Ticket Changer, Amadeus Airline Ancillary Services and Amadeus Service Changer.

Support for airline departure control system and revenue accounting

Deliver an EMD working copy to your airline departure control system, update coupon status, and deliver data to the revenue accounting system.

Ticketing configuration manager

A new setup platform which allows you to monitor and update ticketing settings at any time.

Optimal IT solution

_ Fully flexible and can issue an EMD for any service (both EMD-S* and EMD-A**)

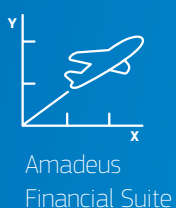_ Handle everything from ticketing and distribution through to interlining, departure control and tracking

Customisable combined e-ticket and EMD receipt

_ This new document for passengers combines e-ticket and EMD receipts into one single receipt for flights and services

_ Customise the document with your logo, text, fonts and colors updates via a web-based user interface

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Combined, customisable e-ticket and EMD receipt

1 – Top picture slot

2 – Check-in remarks

3 – Flight remarks

4 – Cancel notice

5 – Receipt remarks

6 – EMD remarks

7 – Legal notice (e-ticket)

8 – Legal notice (EMD)

Colours, fonts, type sizes and styles can be customised across the layout

** EMD-S is EMD-Standalone (used on its own and not with a flight coupon)

** EMD-A is EMD-Associated: used in association with an e-Ticket coupon and is raised at the airport at the same time, for example, for excess baggage, seat upgrades and more

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Amadeus Financial Suite

Amadeus Ticketing belongs to Amadeus Financial Suite, a range of efficient solutions for airlines to streamline their financial processes from sales to accounting.

Visit **amadeus.com/financialsuite** or contact your Amadeus Account Manager to learn more..

Let's shape the future of travel.