

Electronic Miscellaneous Document (EMD-A) FAQ Travel Agent Guide

Virgin Australia has implemented EMD-A (Associated) for the sale of various ancillary services. Below are some frequently asked questions to assist you in the process.

Q. What is an Electronic Miscellaneous Document (EMD)?

A. An Electronic Miscellaneous Document (EMD) is the industry standard document used to pay for ancillary miscellaneous charges and services fees. They can be for flight-related services (EMD-A) or stand-alone payments (such as the collection of change fees and group deposits) (EMD-S).

Q. Are there different types of EMDs?

A. There are two types of EMDs

- › EMD-A (Associated): issued for chargeable ancillary services and products linked to a specific flight coupon (i.e. each coupon on the EMD-A is associated to a flight coupon on the ticket such as Extra Baggage). Multiple EMD-As can be associated to an electronic ticket.
- › EMD-S (Stand-alone): issued for stand-alone payments.

EMD-A and EMD-S payments are settled via BSP.

Q. What is the EMD-A used for?

A. EMD-As are used for the following ancillary services:-

- › Economy X*
- › Paid Seating
- › Extra Baggage^
- › Unaccompanied Minor (UMNR) Service Fee**

^Only where fare already includes Baggage Allowance. There are additional fees for overweight baggage and oversized baggage. These fees can only be paid at the airport. We cannot guarantee that additional baggage will be carried. This is at our sole discretion and is subject to aircraft loads. A number of our domestic and international destinations have strict weight restrictions which means we can't guarantee that Prepaid Extra Bags will always be available.

**Domestic, Trans-Tasman and International Short Haul flights on Virgin Australia (VA) marketed and operated flights only.

Q. When will Travel Agents be able to issue EMD-As on Virgin Australia?

A. EMD-As can be issued by Travel Agents using Sabre, Amadeus and Travelport (Galileo, Worldspan and Apollo). Please refer to the table below for currently available ancillary services.

| | Extra Baggage | Economy X | UMNR fees | Paid Seating |
|-------------------|----------------------|------------------|------------------|---------------------|
| Sabre | X | X | X | X |
| Travelport | X | X | X | X |
| Amadeus | X | X | X | X |

JUNE 2023

Q. In what markets are Travel Agents able to issue EMD-As?

A. EMD-As are available in select markets. Please check with your GDS provider for further information.

Q. What if I am unable to issue an EMD-A?

A. Please contact the Virgin Australia Travel Agent Support Line on 13 67 37 (Australia) or +61 7 3295 2297 (International callers). Alternatively, Travel Agents/Guests can also add ancillary services to bookings via the Virgin Australia website by accessing "Manage Booking".

Q. How do I issue an EMD-A?

A. EMD-As can only be issued after the electronic ticket has been issued. The system will generate an alert when you issue the ticket to advise that an EMD-A must be issued for payment of the ancillary service. The status of the service must be HD/KD before an EMD-A is issued.

Some important points to note:-

- › [Only one EMD-A per ancillary service item is permitted.](#)
- › The currency of the EMD-A must be the same as the ticket associated to it.
- › EMD-As can only be issued for flights which are both operated and marketed by Virgin Australia
- › A Reason For Issuance (RFIC) code is applied per passenger.
- › When the EMD-A is issued, the status of the ancillary service will change from HD/KD to HI (fulfilled). A service will NOT be provided if the status is HD.
- › The status of the EMD-A will remain OPEN until the flight is flown and it will then be changed to USED.
- › EMD-As must be paid for within 24 hours of the confirmation of the ancillary service and may be auto-cancelled if not fulfilled (paid for).

Note: For Travelport itineraries that contain more than two connections, a manual workaround is required whereby the agent segment needs to select the last connection in order for it to price correctly. Please refer to the Travelport (Galileo, Apollo, Worldspan) clue cards for itinerary examples. For multi passenger PNR created on Apollo, Economy X and standard seating cannot be combined due to an Apollo limitation. For example, passenger one cannot request a standard seat and passenger two cannot request an Economy X seat. All passengers in the PNR must book the same seat type.

Q. How do I find the cost of the ancillary service?

A. GDS supports the ability to view the cost for an ancillary service with and without a PNR in context. Prices are subject to routing booked.

Q. How are chargeable services and products on EMDs identified?

A. Chargeable services and products on EMDs are identified by

- › A Reason for Issuance Code (RFIC) and
- › A Reason for Issuance Sub Code (RFISC)

A RFIC defines which group of services an EMD belongs to. RFICs are compliant with IATA standards.

Each RFIC code can have multiple Reason for Issuance Sub Codes (RFISC).

Please see below a list of RFICs Codes currently used by IATA followed by the applicable RFISC coding for EMD-A issuance for Virgin Australia's ancillary services.

RFIC code currently used by IATA

| RFIC Code | Description | Examples |
|-----------|---|--|
| A | Air Transportation | Charter, Involuntary, Downgrading, Upgrading |
| B | Surface Transportation/Non-Air Services | Bus, Car Hire |
| C | Baggage | Angling Equipment, Biking Equipment |
| D | Financial Impact | Booking fee, Refundable Balances |
| E | Airport Services | Check-In, Lounge Access |
| F | Merchandise | T-Shirts |
| G | In-flight Services | Sleeper, Berth, Beverage |
| I | For individual airline use | |

Applicable coding for EMD-A issuance for Virgin Australia's ancillary services

| Service | EMD TYPE | SERVICE CODE | SERVICE TYPE | RFIC | RFISC | QUOTA APPLY |
|------------------------------------|----------|--------------|--------------|------|-------|-------------|
| Economy X | A | SEAT | SEAT | A | 0B5 | ** |
| Extra Baggage – 1st Additional Bag | A | ASVC | SSR* | C | 0CC | N |
| Extra Baggage – 2nd Additional Bag | A | ASVC | SSR* | C | 0CD | N |
| Unaccompanied Minor Service Fee | A | UMNR | SSR* | E | 0BZ | Y |

*SSR – entry varies per GDS

** – Subject to Seat Availability

Q. Can an EMD-A be exchanged?

A. No. An EMD-A cannot be exchanged or reissued. If there are any changes in the underlying associated ticket coupon, then the EMD-A must be refunded and a new EMD-A raised once the ticket has been exchanged (reissued).

Q. Can an EMD-A be voided?

A. As per normal IATA ticketing rules, an EMD-A can only be voided on the same day of issue.

Q. Can an EMD-A be refunded?

A. If the coupon status of the EMD-A is OPEN and the EMD-A rules and/or fare rules allow it to be refunded, then the EMD-A can be auto-refunded in-house by the Travel Agent. If the coupon status of the EMD-A is USED, then refund must be applied for via 'Refund Application' in BSPlink with the relevant waiver code obtained from Virgin Australia displayed in the waiver code box.

Examples of EMD-As that may be eligible for a refund:

| EMD-A | Refundable | Conditions |
|--------------------------------|-------------------|---|
| Additional Baggage | Yes* | *Fees are only refundable in the event of an involuntary cancellation. |
| Economy X Fee | Yes* | <p>*Fees are only refundable in the following events:</p> <ul style="list-style-type: none"> • Guest purchased an Economy X Exit Row seat but doesn't meet Exit Row Eligibility before travel. • Guest upgraded to a higher class before the date of travel using UpgradeMe products or upgrade to Business/Premium Economy. • Guest has had a membership tier change from Gold membership to Platinum membership at the time of flying. • Virgin Australia is unable to accommodate the guest in an Economy X seat due to operational, safety or other reasons on the day of travel. These situations include, but are not limited to: <ul style="list-style-type: none"> • cancelled flight; • re-route; • re-accommodation to another flight but Economy X seat is not available; • re-booked due to missing the connecting flight; • not available on the alternative aircraft; or • changed seat due to operational, safety, or security reasons. |
| Single Entry Lounge Pass Fee | Yes* | <p>*Fees are only refundable in conjunction with the flight being refunded.</p> <p>Exception</p> <ul style="list-style-type: none"> • If a guest is denied entry by a Virgin Australia staff member |
| Unaccompanied Minor (UMNR) Fee | Yes* | *Fees are only refundable in conjunction with the flight being refunded. |
| Pet in Hold Fee | Yes* | *Non-refundable if cancelled within 28 days of travel |

Note: The refund or exchange of a partially used EMD-A is not possible. Please contact the Travel Agents Support line on 136737 and our team will assist you if the refund is applicable as per fare rules.

Q. What happens if there is a Name Change?

JUNE 2023

A.

- › If EMD-A document has not been issued – Delete the ancillary booking, perform the name change and reissue the ticket as per Virgin Australia's [General Booking Policy](#) located on the Agency Hub under Policies and Guides. Sell the ancillary and issue the new EMD-A.
- › If EMD-A document has already been issued – Refer to the Refund conditions for EMD-A in this document.

Q. What Form of Payment (FOP) is accepted for the EMD-As?

A. Only one form of payment permitted per EMD-A. FOP can be Cash, Cheque or Credit Card.

Q. What happens if my flight is involuntarily rescheduled?

A. With involuntary exchanges where the guest has been schedule changed from one flight to another by Virgin Australia, the EMD-A for 1st Additional Bag, 2nd Additional Bag and Unaccompanied Minor should automatically be re-associated by Virgin Australia. Please note that the EMD-A for Economy X seat may in some cases reassociate if that same seat number is available on the new flight

If the new flight offered by Virgin Australia is not acceptable to the guest and is then cancelled, please note that all associated EMD-As will also be cancelled. In this instance, refund must be applied for via 'Refund Application' in BSPlink with the relevant waiver code obtained from Virgin Australia displayed in the waiver code box.

JUNE 2023

For involuntary schedule changes where the new flight details do not appear in the EMD-A, please call Virgin Australia's Travel Agent's Support Line on 13 67 37 to enable re-association of the EMD-A.

1. Prior to calling, please reissue the ticket following the guidelines outlined in the [Virgin Australia Schedule Change Policy](#) located on the Agency Hub under Resources.
2. Refund and rebook any Economy X ancillaries which are disassociated and issue new EMD-A.
3. If in doubt, please phone Travel Agent's Support Line on 13 67 37 and our team will review and reassociate the EMD to the newly booked services.

Note: Some involuntary schedules changes may have already been reassociated by our Guest Contact Centre so please check the status of your ancillary service booking and EMD-A before calling the Travel Agent's Support Line.

If the involuntary schedule change means the flight has moved from a Virgin Australia operated service to a service not operated by Virgin Australia, the EMD-A will need to be refunded as these services can only be booked on flights which are both operated and marketed by Virgin Australia. Please refer to your GDS provider for further details.

Q. How can I book an Unaccompanied Minor (UMNR)?

A. Quick booking guide:-

- › Sell UMNR in GDS – end and re-retrieve booking
- › Check confirmed status of the UMNR
- › If confirmed, sell the ancillary service and issue EMD-A.

Note: EMD-A must not be issued without the confirmation of the UMNR being received as a confirmed status. Service will not be provided unless confirmed status received.

Note: Full details on how to book an UMNR are available on the Agency Hub under 'Resources'.

Q. Can the EMD-A be used for Domestic and International flights?

A. Yes, as long as the booking is on marketed and operated flights of Virgin Australia (VA).

Q. Can the EMD-A be used for all passenger types?

A. Yes. However, Economy X can only be sold in accordance with Virgin Australia's safety requirements for that seat selection. Please refer to the Virgin Australia website for further details and the Conditions of Carriage.

Q. When does an ancillary service need to be booked and paid for by?

A.

- › Economy X – Up to 3 hours prior to flight departure. If the flight is under "airport control", Extra Leg Room or Paid Seating may not be booked.
- › Extra Baggage – Up to 1 hour prior to flight departure
- › UMNR – Up to 2 hours prior to flight departure

Q. Can I still use 'Manage Booking' to sell ancillary services if the booking has been made via the GDS?

A. Yes, except where there is already an existing ancillary service booked in the PNR. For Travelport agents, if you or the guest book an ancillary service using "Manage Booking", Virgin Australia may send details of the ancillary to the Travelport booking file, however there will be no ability to interact with that Virgin Australia booked ancillary. Any changes will need to be done via the "Manage Booking" facility.

Q. Will a Booking and Service Fee apply to the EMD-A if paid by credit card?

A. No, the Booking and Services Fee applies to the ticket issuance only.

Where do I go for more information?

For instructions on how to issue an EMD-A, please refer to your GDS provider or the below websites:

- Sabre - <http://agencyeservices.sabre.com> and also under Format Finder
- Amadeus - <https://mye-supportcentre.amadeus.com>
- Travelport - <http://www.ask-travelport.com>