

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

Virgin Australia is implementing EMD-S (Stand-alone) for the collection of Group deposits and final payments. This is due to IATA's removal of VMPD (Virtual Miscellaneous Purchase Document) from usage at the end of this month. Below are some frequently asked questions to assist you in the transition process.

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

A. An Electronic Miscellaneous Document (EMD) is an industry standard document used to pay for ancillary miscellaneous charges and services fees. They can be for flight-related services (EMD-A) or a 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 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's and EMD-S's settle via BSP for payment as is the current process for other documents.

Q. What will the EMD-S be used for?

A. Virgin Australia will be implementing EMD-S to be used for payment of Group booking deposits and final payments.

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

A. EMD-Ss will be implemented for Travel Agents on 1st November 2014.

Q. In what markets will Travel Agents be able to issue EMD-S's?

A. Agents based in the following BSP/ARC markets will be able to issue EMD-S':-

Australia, New Zealand, Canada, South Africa, Thailand, Germany, Ireland, United Kingdom, USA, Singapore, France, Switzerland, Netherlands and Papua New Guinea

Further markets will be introduced at a later date. Please note not all GDSs are available in each of the above markets.

Q. How do I issue an EMD-S?

A. Full details on how to issue EMD-S for Groups is available on the Agency Hub under the Groups section.

Q. How will chargeable services and products on EMDs be identified?

A. Chargeable services and products on EMDs will be identified by

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

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

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

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

Service	EMD TYPE	SERVICE CODE	SERVICE TYPE	RFIC	RFISC	QUOTA APPLY
Group Deposit/Final	S	N/A	Group Deposit	D	997	N

Q. Can an EMD-S be exchanged?

A. No. An EMD-S cannot be exchanged or reissued.

Q. Can an EMD-S be voided?

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

Q. Can an EMD-S be refunded?

A. Once an EMD-S is issued, the coupon status changes to USED and is non-refundable. For more information in relation to Group Deposits and Finals refunds, please refer to your Groups consultant for Terms and Conditions relating to refunding of EMD-S.

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

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

Q. Will a Booking Service Fee apply to the EMD-S 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-S, 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/Galileo - <http://www.ask-travelport.com>