1. What is an Electronic Miscellaneous Documents?

An Electronic Miscellaneous Document (EMD) is the new Industry standard to document the sale and track usage of charges not collected in the price of a ticket (e.g. residual value, excess baggage charges, miscellaneous charges, etc.). Over the next few years, EMD will gradually replace Virtual Miscellaneous Charges Order (VMCO) and excess baggage documents, and it will be the accountable document used for the sale of airline Ancillary Services (e.g. advance seat selection, meals, etc).

2. Why are there two types of EMD?

EMD-A (Electronic Miscellaneous Document – Associated)
- directly linked to individual flight coupon.
- used to collect charges used at the same time that flight coupon (both coupon status synchronised). For example can be issued for a Meal or an Excess baggage.
- automatically or manually associated and disassociated from an e-ticket

EMD-S (Electronic Miscellaneous Document – Standalone):
- completely replaces Automated and VMCO.
- is not intrinsically linked to the e-ticket.
- can be issued in connection with an e-ticket (as a reference).
- can be consumed at different stages (at issuance, at change of status time...).

3. Which airlines accept Electronic Miscellaneous Documents?

Finnair.

4. How do I know which service(s) can be sold and which document (Virtual Miscellaneous Charge Order or EMD) should be issued?

Amadeus is working on the creation of a Travel Agency guide that outlines for each carrier, per market, if a VMCO or an EMD can be issued. For EMD, it also advises which service codes it can be used with. We will advise when this is available.

5. Can VMCOs and EMDs co-exist in a single market?

Yes. During the transitional period, VMCO and EMD will co-exist. Once an EMD is implemented, travel agents are able to issue EMD for carriers technically ready to handle the new standard. Because not all airlines will be ready at the same time, travel agents will still use the VMCO for some airlines.

6. Can travel agents still issue a VMCO for a carrier once this carrier is ready to support EMD?

Although the system will permit this, it is your responsibility to check the airline policy and adhere to it.
6. When will the MCO solution be fully decommissioned?

IATA said: "The IATA board set a target of 100% industry capability by the end of 2012 and 100% usage of EMD in IATA distribution systems by the end of 2013." As a consequence, the VMCO may exist until at least the of end 2013.

7. Are all services available via the VMCO for a specific airline automatically available via EMD for the same airline?

No. Airlines can restrict services available via EMD.

8. Will it be possible to print Amadeus EMD to file?

Amadeus are currently looking into developing software to store these files electronically as per IATA/BSP guidelines. Until this has been completed please ensure that you send your EMD to print using the printer specific entry shown below. For further information please contact your Amadeus representative.

TTMKAxxxx Entry to print EMD to a specific printer ID (xxxx).
For further information please refer to HE TTM in Amadeus.

If an EMD is sent to the ETKT merge software without specifying the printer ID then it is possible to reprint all the coupons by using the following entry:

EMRKAxxxx This entry reprints the accounting coupons of an EMD for all in.

All documents can be reprinted thanks to the new entry EMD/C- where the agent needs to indicate the coupon name to be reprinted.

Please refer to HE EMR in Amadeus.

Please note that by default your existing Amadeus printouts may go to file. It's therefore important that you use the above entries to override the system default to ensure that your EMD confirmation prints to a physical printer on your network. It is a legal requirement to have a printed copy of an EMD document.

9. Are all the Amadeus entries for EMD the same as for a VMCO?

No. Please refer to the User Guide.

10. Will the EMD be transmitted in the A.I.R. to the back office?

Yes. A separate document has been sent to all 3rd Party suppliers.

11. Is it possible to e-mail the EMD passenger receipt after issuance?

Yes but your office id needs to be set up for issuing emails.
12. If I use Amadeus Ticket Changer will this now be an EMD instead of a VMCO?
No, the airlines have not updated Ticket Changer to support the use of EMD.

13. How do I know what service code each airline offers?
A Travel Agency Guide will be made available shortly. This will indicate what service code corresponds to any given service offered by a participating airline.

14. Can an Itinerary Ticket Receipt be printed for EMD issuance?
No, but this is an enhancement we are currently looking into.

15. Can EMDs be completed in the Graphical Mode?
Not in the current version of Amadeus Selling Platform, but it will be supported in a future version.