

# Electronic Miscellaneous Document – EMDs

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## Travel Agency Issued EMDs

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## EMD Overview

In 2014, IATA discontinued use of the Virtual Multi-Purpose Documents (vMPD) and as a result, travel agencies participating in the IATA Billing and Settlement Plan (BSP) moved to using the new Electronic Miscellaneous Document (EMD) for a number of airlines services and fees. An EMD is an official IATA standard document used to facilitate payment of optional/ancillary services. It allows the Airline Industry to sell and track the usage of charges; be that for example a penalty change fee, excess baggage, seat charges, or other services and fees where an airline permits. An EMD works like an e-Ticket (ET) in that it is issued for a service to be rendered, a receipt is issued to the customer, and value coupons are stored in an electronic record in the airline's system database. Today, most GDS systems have EMD capability.

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## EMD Types

There are two types of EMD's:

EMD-A >> Electronic Miscellaneous Document-Associated

EMD-S >> Electronic Miscellaneous Document-Standalone

The EMD-A is the industry standard designation for an EMD that is automatically associated to the PNR. A great example of an EMD-A is payment for a seat assignment because it displays the association in the Ancillary Element (AE) Field.

The EMD-S is the industry standard designation of an EMD that is issued as a standalone service/fee and is not *automatically* associated to a specific product or service within a PNR.

Note: For fees/services related to a specific ticket, agencies are required to enter the ticket number in the "Issued in Connection with" field within the EMD Screen. This will ensure all accounting/audit systems cross-reference the transactions

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## EMD-S Applicability

Currently, American Airlines allows Standalone EMD's to be issued for certain services with specific fees. Some services will require advance authorization prior to EMD issuance. If you are uncertain, best practice is to check with your Account Manager or Sales Support for clarification.

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## EMD Reason for Issuance Codes and Reason For Issuance Sub Codes

EMD-S type documents must reflect both a Reason For Issuance Code (RFIC) and a Reason For Issuance Sub Code. The RFIC will always be D – Financial Impact and the Sub Code (RFISC) will vary as described below:

- RFISC – 997
  - Specific to Group Deposits
- RFISC – 98J – Miscellaneous Charge
  - Special Services as determined and *authorized* by American Airlines Sales Team
- RFISC – 993
  - Reservations Change Fee
  - Reinstate Per Valid Ticket (specific parameters and guidelines must be met)

Note: Depending on GDS capabilities and subject to local country laws, Reservations Change Fees can also be collected on the new ticket as part of the Exchange/Reissue process using the “CP” (Change Penalty) Tax Code.

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## Void and Refund Capabilities

- Void is allowed on both EMD Types within the standard ticket void window.
- Refund is allowed on both EMD Types within the standard ticket void window
  - Automated Refunds must be active in the BSP table
  - Only the PCC which issued the EMD can refund the EMD.

Note: For refunds outside the standard 24 hour/1 Business Day window, Agency must contact Sales Support for assistance as most EMD-S services will be non-refundable, with few exceptions.

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