The industry move to a paperless environment

After the worldwide cut-over to electronic ticketing in 2008, both the IATA board and ARC have set the objective of enhancing documentation through electronic technology for agents worldwide.

IATA have set a target of 100% industry capability for the end of 2012, and 100% usage of EMDs in IATA distribution systems by 2013, continuing the evolution to a paperless environment. In line with this, ARC is also recommending complete global implementation of the EMD by the end of 2013.

While the transition to the electronic EMD ultimately requires travel agency adoption and support, Amadeus, as your technology partner, is working hard to assist you through the transition.

A complete and flexible solution

Amadeus is the first global distribution system to offer a full EMD solution to travel agents, and is also the first to receive full IATA sign-off for its EMD product. There are two types of document available:

- The stand-alone EMD can be used independently from a flight ticket, and is issued for services such as car rental or lounge access. This will also replace the current MCO used for residual value or penalty fees.

- The associated EMD is directly linked to a flight coupon, for example for excess baggage, seats or special meal charges. It is used to collect charges at the same time as the flight coupon, and the status of both coupons is synchronized.

The EMD also provides automatic fulfilment for the Amadeus ancillary services solution, allowing you to more easily manage your customer’s needs, and to offer an enhanced service.

“Amadeus is at the forefront of this evolution in technology, and is supporting all its travel agency partners to ensure a smooth and seamless transition during this period.”

Minna Tuorila
Commercial Director Corporate Travel, Suomen Matkatoimisto – Finland Travel Bureau

The Electronic Miscellaneous Document (EMD) is the new industry standard method that enables agents to issue documents for travel related services, including unbundled airline services. The EMD replaces the automated MCO, Amadeus virtual MCO and IATA virtual MPD, with both IATA and ARC targeting 100% global EMD implementation and usage in markets by the end of 2013. Amadeus is at the forefront of this evolution in technology, and is supporting all its travel agency partners to ensure a smooth and seamless transition during this period.

Embracing the electronic industry evolution

Amadeus Electronic Miscellaneous Document

Photo by: Sini Pennanen

Amadeus Electronic Miscellaneous Document

Embracing the electronic industry evolution

A complete and flexible solution

Amadeus is the first global distribution system to offer a full EMD solution to travel agents, and is also the first to receive full IATA sign-off for its EMD product. There are two types of document available:

- The stand-alone EMD can be used independently from a flight ticket, and is issued for services such as car rental or lounge access. This will also replace the current MCO used for residual value or penalty fees.

- The associated EMD is directly linked to a flight coupon, for example for excess baggage, seats or special meal charges. It is used to collect charges at the same time as the flight coupon, and the status of both coupons is synchronized.

The EMD also provides automatic fulfilment for the Amadeus ancillary services solution, allowing you to more easily manage your customer’s needs, and to offer an enhanced service.

“The EMD is important for us because airlines are moving towards an unbundled proposition. We are seeking a cost-effective way to account for each individual service we sell which fits within our existing workflow and improves automation in the back-office. Amadeus’ EMD rollout will deliver just that.”

Minna Tuorila
Commercial Director Corporate Travel, Suomen Matkatoimisto – Finland Travel Bureau
Fully integrated technology
The Amadeus EMD is fully integrated in the reservation and sales flow, with processing harmonised in your customer’s booking. This facilitates servicing, and provides you with an integral and intuitive sales tool in your preferred selling interface.

The Amadeus EMD is automatically updated in real-time, with all relevant data fed to your mid and back-office systems via the Amadeus Interface Record. Electronic technology provides enhanced security and saves valuable time, simplifying your business processes and increasing productivity.

All of these features allow you to benefit from enhanced efficiency and flexibility, and provide your customers with a smoother, faster and more convenient travel experience.

Distribution channels and support
The Amadeus EMD is available in cryptic mode for all versions of Amadeus Selling Platform and is integrated into Amadeus Selling Platform GUI from release 7.2, as well as Amadeus Web Services.

The solution is already integrated into Amadeus Agency Manager, Amadeus Ticket Changer and Amadeus Interface Record, and can be also used with the Amadeus ancillary services solution.

Full training (both classroom & e-learning) and support (HE pages) for the EMD are already available.

Key benefits of the EMD
- A single, standard method to issue all travel related services, replacing the automated MCO, Amadeus virtual MCO and IATA virtual MPD
- Follows the latest industry standards/mandates
- Offers high product flexibility; the EMD is fully customisable to your market specifications and/or local constraints
- Fully integrated in the Amadeus system with a one-stop view in the PNR, and automatic reporting in the sales report and back-office systems via the Amadeus Interface Record
- Provides real-time and secured information throughout the whole EMD cycle via the link to an EMD server
- The accountable document for the Amadeus ancillary services solution
- The same workflow as for the current automated/virtual MCO means minimal impact on your existing business practices
- Delivers enhanced functionality compared with the MCO; the EMD also includes interlining, multi-coupon functionality, and e-ticket association
- Allows you to offer an improved customer service thanks to electronic technology, with greater efficiency and passenger time saving

Trusted technology partner
As the global travel industry’s leading technology partner, Amadeus is committed to helping you overcome your biggest business challenges by continuing to provide innovative and advanced integrated solutions, plus best-in-class support and expert consulting services.

Find out more
For further information, visit amadeus.com or speak to your Amadeus Account Manager today.

© 2011 Amadeus IT Group SA