

## **EMD-A FOR PAID SEAT SELECTION | (EMD-S for Change Fees) Frequently Asked Questions for Travel Agents**

EMD-A functionality has been introduced as part of IATA's 'Simplifying the Business' initiative. Air Canada issues EMD-A for the payment of paid seat selection on flights operated by Air Canada, Air Canada Rouge and Air Canada Express.

### **1. What is an Electronic Miscellaneous Document (EMD)?**

An Electronic Miscellaneous Document (EMD) is an industry standard method for collecting various types of airline's related ancillary fees. EMD have replaced other document types such as eMCO and vMPD.

### **2. Is there other EMD besides EMD-A?**

Yes. In addition to EMD-A, IATA documents also include EMD-S.

- **EMD-A:** issued for services associated to travel on a specific flight segment. Currently, **Air Canada accepts EMD-A for paid seat selection.**

An EMD-A is associated to individual e-ticket flight coupons. When a customer travels, both flight coupon and EMD coupon are lifted simultaneously.

- **EMD-S:** issued for standalone payment of change fees and **cancellation penalties.**  
**Air Canada encourages the use of EMD-S as the primary transactional document for the collection of change fee. As some GDS do not have automated flows to enable easy issuance of ad EMD during an exchange, the use of CP tax code field is still permitted.**

### **3. Can Travel Agents, worldwide, issue EMD-A?**

Yes. EMD-A can be issued by all IATA (BSP and ARC) appointed travel agencies for travel worldwide travel on Air Canada. Exceptions may apply, as supported by your GDS.

### **4. Which GDS can I use to issue EMD-A for Air Canada paid seat selection?**

EMD-A is available to travel agencies using Amadeus, Apollo, Sabre, Galileo, INFINI and Abacus.

### **5. Can an EMD-A be used for paid seat selection on all Air Canada network flights?**

Yes, travel agencies can issue EMD-A for all Air Canada, Air Canada Rouge and Air Canada Express **operated** flights. Paid seat selection is not available for codeshare flights operated by other airlines. Please contact the operating carrier airline.

### **6. What if I am unable to book paid seats in my GDS?**

You can book and pay for paid seat selection via 'My Bookings' at [aircanada.com/agents](https://aircanada.com/agents), or outside Canada, at [aircanada.com](https://aircanada.com), or via the Contact Centre.

**7. How do I determine the cost of a paid seat?**

Costs vary by route, number of flight segments, and actual seat selected. Amounts are shown in the Seat Map display and will be auto-priced by your GDS prior to EMD-A issuance. We recommend that you book and ticket the entire journey before viewing seat maps to ensure the proper evaluation of seat fees.

**8. How soon after seats are booked must the EMD-A be issued?**

Timeline varies. You will be notified via 'SSR ADMD' time limit once you have selected the seat.

- For flights departing less than 48 hours, payment by EMD-A is required within 4 hours.
- For flights departing more than 48 hours, payment by EMD-A is required within 36 hours.

**9. What happens if I miss the payment deadline?**

If the EMD-A is not issued within the time limit provided, seats are automatically released by Air Canada. You will be notified of the cancellation of the seat via an SSR.

**10. My customer is on an Air Canada operated flight, but not on an Air Canada ticket. Can I issue an EMD-A for seat selection on Air Canada?**

It is not possible in the GDS. However, you can book and pay for seat selection at [aircanada.com/agents](http://aircanada.com/agents). For U.S. and international agencies at [aircanada.com](http://aircanada.com) or by calling the Air Canada Contact Centre.

**11. Must the EMD-A have the same form of payment as the e-ticket?**

No. A separate form of payment can be used to issue the EMD-A.

**12. Can an EMD-A be used for all passenger types?**

Yes, however paid seat selection in exit rows can only be sold in accordance with Air Canada's safety requirements.

Please review [Preferred Seat Selection conditions](#) and [Air Canada Online Advance Seat Selection](#) for more information

**Note:** Tax Exempt and payment for an Extra Seat are currently not supported with EMD-A.  
Please contact Air Canada Contact Centre.

**13. Can an EMD-A for Seat Selection be refunded?**

No. Air Canada does not allow refunds for EMD-A. However, per normal IATA ticketing rules, EMD-A can be voided on the same day of issuance.

**14. Can an EMD-A be exchanged?**

An even exchange may be possible. Please check with your GDS for details.

**15. What happens if a Schedule Change occurs to my customers' flight?**

- For time change only, no action is required. The EMD-A will remain associated to the e-ticket.
- For flight number or aircraft change which result in a seat change, you will be able to even exchange the original EMD-A. For refunds due to a schedule change, please contact Air Canada Contact Centre.



**16. Is an EMD-A required for Air Canada Aeroplan Elite Status Members?**

By entering the traveler' frequent flyer information after ticketing has been completed, your GDS will display the available seats and seat fees based on your customer's Aeroplan tier status. If the tier status includes free seating, an EMD-A is not required.

**17. Where can I find specific procedures for issuing EMD-A through my GDS?**

Each of the GDS maintain their own help and support pages. Please reach out to your GDS helpdesk for support.