



**ISSUANCE OF EMD-A FOR FREE SEAT
SELECTION (FULL AND PLUS)
AMADEUS OR TRAVELPORT
FREQUENTLY ASKED QUESTIONS**

SEAT SELECTION IN FULL AND PLUS FARES (EMD-A)

Dear Travel Partner,

We'd like to remind you about an important detail regarding FULL (KD) and PLUS (SE) fares: both include free seat selection on domestic and international routes.

To ensure this benefit is correctly applied, it's essential to follow the appropriate procedure based on the booking system you use:

1

Agencies using Amadeus and Travelport:

An EMD-A with a zero value must be issued for free seat selection.

If this document is not generated, the seat reservation will be canceled and will show as "UN" status. This means the passenger won't be able to use the assigned seat, even if it appears reserved in the system.

2

Agencies using Sabre:

There is no need to issue a zero-value EMD-A, as the Sabre system automatically generates the "AE" (Ancillary Element) with an "HK" status.

3

Agencies using NDC or e-LATAM:

When selecting seats for FULL or PLUS fares via NDC or e-LATAM, the seat map will display the included no-cost options as well as any extra-cost options (e.g., exit row seats). No additional steps, such as issuing an EMD, are required.

We've prepared a FAQ section to help you with this process:

1 - What is the EMD-A, and why is it required for FULL and PLUS fares?

The EMD-A (Electronic Miscellaneous Document - Associated) is an electronic document that confirms the selection of additional services, such as complimentary seat selection for FULL and PLUS fares. It is necessary to ensure the seat assignment is valid in the system.

2 - Is it mandatory to issue a zero-cost EMD-A to select free seats in all distribution systems?

No, it is only mandatory for agencies using Amadeus and Travelport. In Sabre, the system automatically generates the "AE" (Ancillary Element) with HK status. In NDC or e-LATAM, the seat map displays the included options without the need to issue an EMD.

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3 - What happens if the zero-cost EMD-A is not issued in Amadeus or Travelport?

If the zero-cost EMD-A is not issued, the seat reservation will be automatically canceled and marked as UN status. This means the passenger will not be able to use the assigned seat, even if it appears as reserved in the system.

4 - Is any additional procedure required for seat selection in Sabre?

No, in Sabre, it is not necessary to issue a zero-cost EMD-A since the system automatically generates the "AE" (Ancillary Element) with HK status.

5- How does seat selection work for FULL and PLUS fares in agencies using NDC or e-LATAM?

In NDC or e-LATAM, the seat map directly displays the included options as well as those with additional costs. No EMD issuance or extra steps are required.

6 - What should I do if a reserved seat shows UN status in the system?

UN status means the seat reservation was canceled. In this case, check if the zero-cost EMD-A was issued (in Amadeus or Travelport) and follow the necessary steps to secure the seat assignment.

7 - Which seats are included at no additional cost in FULL and PLUS fares?

Standard seats included in the fare profile are available at no extra cost. Special seats, such as those in emergency exit rows, have an additional cost.

8 - Where can I find the complete procedure to ensure complimentary seat selection?

Detailed information about the procedure is available on LATAM Trade. You can access it anytime to resolve your questions.

Link: https://www.latamtrade.com/en_us/procom/ancillary

9 - What happens if I select a seat with an additional cost in a FULL or PLUS fare?

If you select a seat with an additional cost, the system will display the corresponding amount, and you will need to follow the usual payment steps. These seats are not included in the FULL and PLUS fare benefits.

10 - What should I do if I have issues issuing the zero-cost EMD-A in Amadeus or Travelport?

If you experience technical difficulties issuing the zero-cost EMD-A, we recommend contacting the respective GDS support team for assistance.

11 - Can I change the seat selection after issuing the zero-cost EMD-A?

Yes, it is possible to change the seat selection. However, you will need to issue a new zero-cost EMD-A to confirm the updated seat assignment.

