Smartpoint 를 통한 EMD-A

발행방법
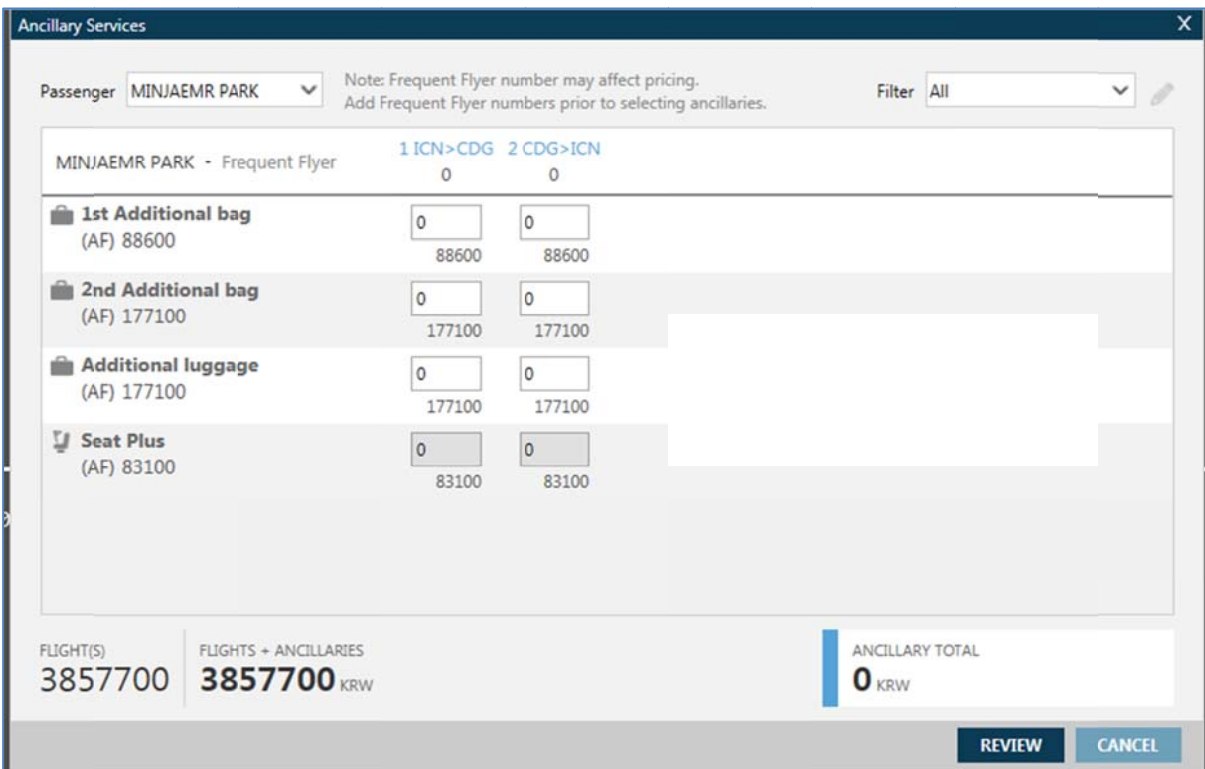
2016.09.20

Ⅰ. Pre-paid Baggage

1. 발행 가능한 부가 서비스 조회 후 예약 하기

Smartpoint 에서 PNR 조회 후 Shopping Basket (🛒) 아이콘 클릭

혹은 명령어 ***DAS** 입력 하면 Ancillary Service Mask 창 조회 됨

조회된 Ancillary Services Mask 창에서 필요한 부가 서비스 아래와 같이 입력 후

"REVIEW" 클릭

[1ˢᵗ Additional Bag 예약한 화면의 예]

Summary 에 부가 서비스 요청 사항 재확인 후 "APPLY" 클릭

예약 완료 후 아래와 같은 화면 조회됨.
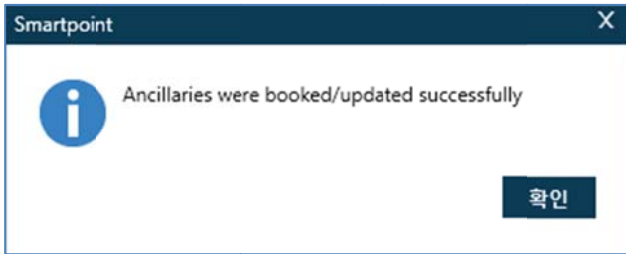
2. 부가 서비스 예약 사항 조회
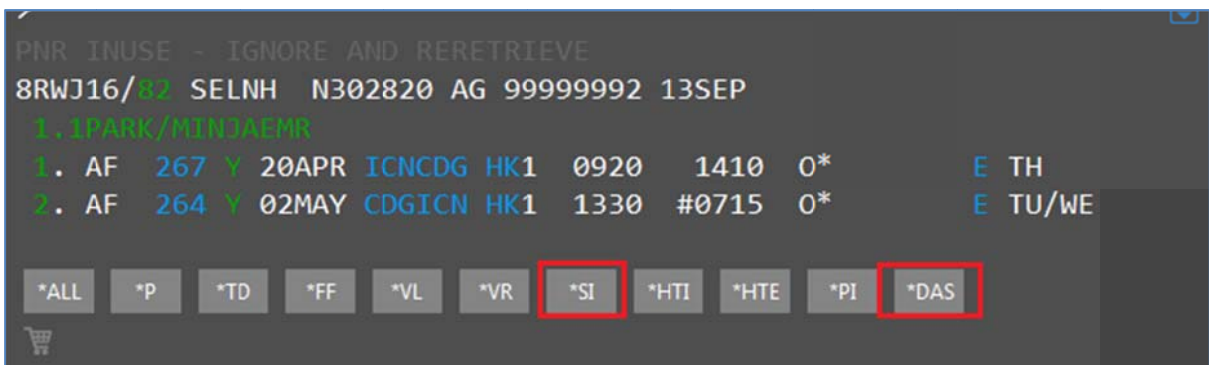
*SI 와 *DAS 클릭하여 요청한 부가 서비스 상태 코드 확인
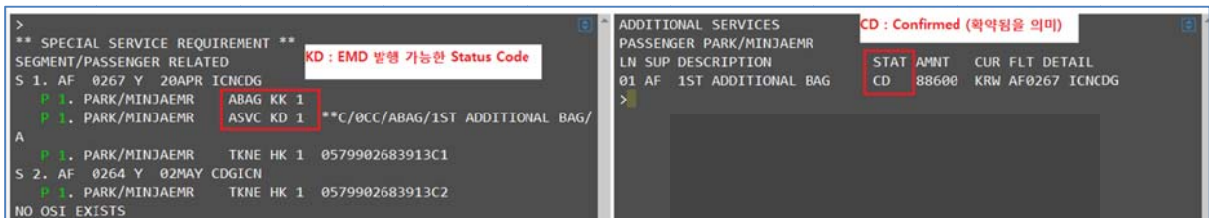
*DAS 와 *SI 에 요청한 부가 서비스가 CD 와 KD Status 로 반영 되어야 EMD-A 발행 가능

3. 영수증 수신할 이메일 주소 입력

명령어 : MT.EUNMI@GALILEO.CO.KR
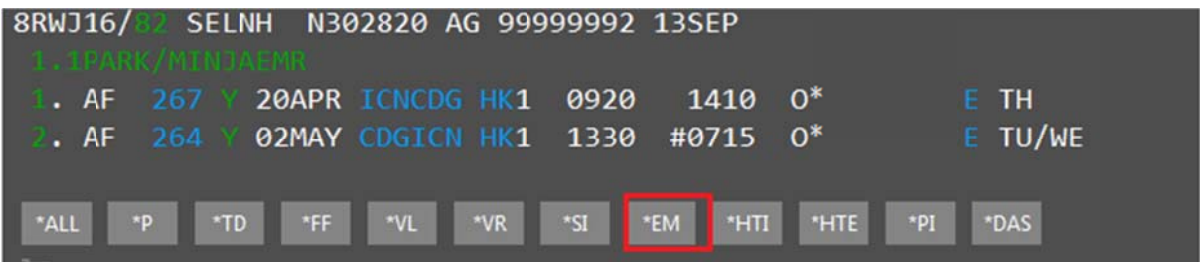
입력 한 이메일 주소는 "EMAIL ADDRESS EXIST" 의 *EM 버튼 클릭시 확인 가능

4. EMD-A 발행 (발권 후 EMD-A 발행 가능)

명령어 : EMDI/IC0579902683913/PE-R/FS

```
EMD GENERATED    TOTAL         88600
0579991074231                  88600          PARK/MINJAEMR

TAB AND ENTER TO REDISPLAY PNR >*8RWJ16·
```

EMDI	EMD 발행 명령어
IC	E-Ticket 번호 연결
PE-R	EMD 영수증 이메일로 수신
FS	EMD 현금 지불
F AX370000000000028*D1219*A25896658	EMD 카드 지불 (Easy Ticket 승인 먼저 받고 승인번호 까지 입력)

5. EMD-A 발행 내역 확인

5-1. EMD Detail

명령어 : PNR 에서 EMDL 버튼클릭

```
8RWJ16/82 SELNH  N302820 AG 99999992 13SEP
 1.1PARK/MINJAEMR
 1. AF  267 Y 20APR ICNCDG HK1  0920   1410  0*        E TH
 2. AF  264 Y 02MAY CDGICN HK1  1330  #0715  0*        E TU/WE
```

```
*ALL  *P  *TD  *FF  *VL  *VR  *SI  *EM  *HTI  *HTE  *PI  *DAS  *EMDL
```

초록색 라인번호 클릭

```
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
  1. AF 0579991074231
PARK/MINJAEMR
        I 13SEP16  053158 Z
***** END OF LIST *****
```

```
0579991074231      PARK/MINJAEMR      8RWJ16/1G/5J1E 99999992
CPN RFISC     DESCRIPTION          VALUE        DATE    STATUS
 1  C-0CC   1ST ADDITIONAL BAG                          OPEN
            EMD DOCUMENT TOTAL:    KRW      88600
>EMD DETAIL DISPLAY         .
>EMD VOID                   .
>EMD REFUND                 .
```

5-2. E-Ticket 이미지

명령어 : *HTE   버튼 클릭 *TE/티켓번호 13 자리

```
8RWJ16/82 SELNH  N302820 AG 99999992 13SEP
  1.1PARK/MINJAEMR
  1. AF  267 Y 20APR ICNCDG HK1  0920    1410  O*     E TH
  2. AF  264 Y 02MAY CDGICN HK1  1330  #0715  O*     E TU/WE

 *ALL   *P   *TD   *FF   *VL   *VR   *SI   *EM   *HTI   *HTE   *PI   *DAS   *EMDL
```

```
TKT: 057 9902 683913      NAME: PARK/MINJAEMR

ISSUED: 13SEP16           FOP:CASH
PSEUDO: 5J1E  PLATING CARRIER: AF  ISO: KR   IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B      FARE    CPN
   OPEN AF  267  Y  20APR ICNCDG  0920 OK YFF                1
   OPEN AF  264  Y  02MAY CDGICN  1330 OK YFF                2

FARE KRW  3440000 TAX    28000BP TAX    25900FR TAX    363800XT
TOTAL KRW  3857700

SEL AF PAR 1483.01 AF SEL 1483.02 NUC2966.03END ROE
1159.796 XT 5700IZ34700QX323400YR
RLOC 1G 8RWJ16    1A 37ZBFW

               **ASSOCIATED DOCUMENTS**

TKT: 057902683913  EMD: 0579991074231
TKT CPN: 1         EMD CPN: 1
```

Travelport

6. EMD-A 영수증의 예

제목: Additional Services/Fees Receipt - MINJAEMR PARK - 13-Sep-2016

Additional Services/Fees Receipt

PARK/MINJAEMR   13-Sep-2016

GALILEO KR TRAINING

SEOUL KR

Document Number(s)
057 9991074231

Reservation Reference: 1G/8RWJ16   AF/37ZBFW   AF

Additional Services Information

Document Number: 057 9991074231

C: Baggage/1ST ADDITIONAL BAG
20-Apr-2017   Present To: AIR FRANCE   AF0267
              Board: Seoul/ICN
              Destination: Paris/CDG
              Associated Ticket Number: 0579902683913

Document Base: KRW   88600
Document Total: KRW   88600

Form of Payment: Cash

Where this document is issued for transportation, or services other than passenger air
transportation, specific terms and conditions may apply. These terms and conditions may
be provided separately or may be obtained from the issuing company or agent.

II. Pre-paid Seating

1. 예약 하기

Smartpoint 에서 PNR 조회 후 초록색으로 표시된 Class 를 클릭 혹은

Seat Map 조회 **명령어 SA*S1** (1 은 여정번호) 입력 하면 Select Seats Mask 창

조회됨
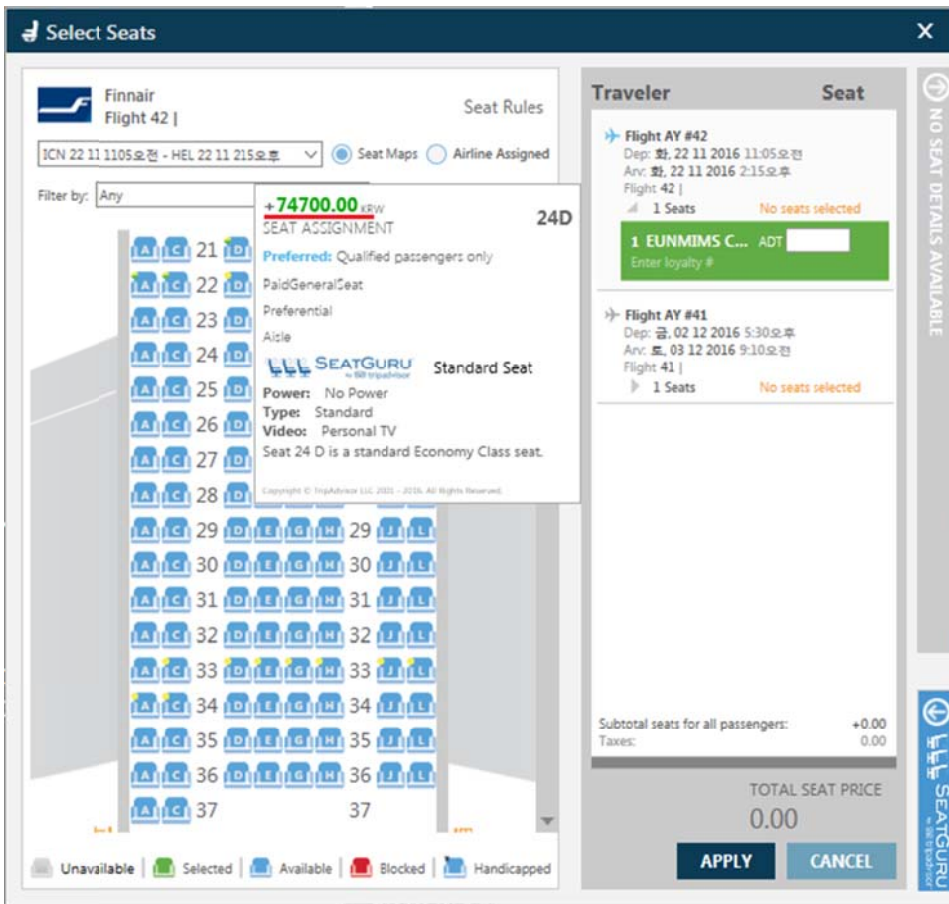
예약 가능한 좌석과 추가 되는 금액에 대해 미리 확인 가능

25D 좌석 클릭 후 "APPLY" 버튼 클릭

확인 버튼 클릭 후 PNR 에서 자세한 내역 확인

2. 부가 서비스 예약 사항 조회

*SD (SeatData), *SI (Service Information), *DAS 사항 각 각 클릭 하여 확약 내용 확인

3. 영수증 수신할 이메일 주소 입력

명령어 : MT.EUNMI@GALILEO.CO.KR

입력 한 이메일 주소는 "EMAIL ADDRESS EXIST" 의 *EM 버튼 클릭시 확인 가능

4. EMD-A 발행 (발권 후 EMD-A 발행 가능)

명령어 : EMDI/IC0579902683913/PE-R/FS

```
EMD GENERATED    TOTAL        99600
1059991074275                 99600        CHOI/EUNMIMS

TAB AND ENTER TO REDISPLAY PNR >*9XHW06·
```

EMDI	EMD 발행 명령어
IC	E-Ticket 번호 연결
PE-R	EMD 영수증 이메일로 수신
FS	EMD 현금 지불
FAX370000000000028***D**1219***A**25896658	EMD 카드 지불 (Easy Ticket 승인 먼저 받고 승인번호 까지 입력)

5. EMD-A 발행 내역 확인

5-1. EMD Detail

명령어 : PNR 에서 EMDL 버튼클릭

```
9XHW06/82 SELNH  N302820 AG 99999992 13SEP
 1.1CHOI/EUNMIMS
 1. AY   42 Q 22NOV ICNHEL HK1  1105   1415  0*      E TU
 2. AY   41 Q 02DEC HELICN HK1  1730  #0910  0*      E FR/SA

*ALL   *P   *TD   *FF   *VL   *SI   *EM   *HTI   *HTE   *SD   *PI   *DAS   *EMDL
```

초록색 라인번호 클릭

```
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
 1. AY 1059991074275
CHOI/EUNMIMS
         I 13SEP16  083928 Z
***** END OF LIST *****
```

```
1059991074275        CHOI/EUNMIMS    9XHW06/1G/5J1E 99999992
CPN RFISC    DESCRIPTION           VALUE       DATE    STATUS
 1  A-0B5   SEAT ASSIGNMENT      KRW    74700           OPEN
 2  A-0B5   SEAT ASSIGNMENT      KRW    24900           OPEN
            EMD DOCUMENT TOTAL:  KRW    99600
>EMD DETAIL DISPLAY        .
>EMD VOID                  '.
>EMD REFUND                '.
```

5-2. E-Ticket 이미지

명령어 : *HTE   버튼 클릭 *TE/티켓번호 13 자리

```
9XHW06/82 SELNH   N302820 AG 99999992 13SEP
 1.1CHOI/EUNMIMS
 1. AY    42 Q 22NOV ICNHEL HK1  1105    1415  O*        E TU
 2. AY    41 Q 02DEC HELICN HK1  1730   #0910  O*        E FR/SA

*ALL  *P  *TD  *FF  *VL  *SI  *EM  *HTI  *HTE  *SD  *PI  *DAS  *EMDL
```

```
TKT: 105 9902 683914     NAME: CHOI/EUNMIMS

ISSUED: 13SEP16           FOP:CASH
PSEUDO: 5J1E  PLATING CARRIER: AY  ISO: KR  IATA: 99999992
    USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B         FARE     CPN
    OPEN AY   42  Q  22NOV ICNHEL  1105 OK QLBA2KR              1
                                               NVA22FEB
    OPEN AY   41  Q  02DEC HELICN  1730 OK QLBA2KR              2
                                               NVB26NOV NVA22FEB

FARE KRW  1000000 TAX    28000BP TAX    6300DQ TAX    315900XT
TOTAL KRW  1350200
    CHNG KRW150000/REF RESTR
SEL AY HEL 431.11 AY SEL 431.11 NUC862.22END ROE115
9.796 XT 11000FI1500XU303400YR
RLOC 1G 9XHW06    1A 38ZEFN


            **ASSOCIATED DOCUMENTS**


TKT: 1059902683914  EMD: 1059991074275
TKT CPN: 1          EMD CPN: 1
TKT: 1059902683914  EMD: 1059991074275
TKT CPN: 2          EMD CPN: 2
```

6. EMD-A 영수증의 예

제목: Additional Services/Fees Receipt - EUNMIMS CHOI - 13-Sep-2016

Additional Services/Fees Receipt

CHOI/EUNMIMS   13-Sep-2016

GALILEO KR TRAINING

SEOUL KR

Document Number(s)
105 9991074275

Reservation Reference: 1G/9XHW06   AY/3BZEPN   AY

Additional Services Information

Document Number: 105 9991074275

A: Air transportation/SEAT ASSIGNMENT   KRW 74700
22-Nov-2016   Present To: FINNAIR   AY0042
               Board: Seoul/ICN
               Destination: Helsinki/HEL
               Associated Ticket Number: 1059902683914

A: Air transportation/SEAT ASSIGNMENT   KRW 24900
02-Dec-2016   Present To: FINNAIR   AY0041
               Board: Helsinki/HEL
               Destination: Seoul/ICN
               Associated Ticket Number: 1059902683914

Document Base: KRW   99600
Document Total: KRW   99600

Form of Payment: Cash

Where this document is issued for transportation, or services other than passenger air
transportation, specific terms and conditions may apply. These terms and conditions may be
provided separately or may be obtained from the issuing company or agent.

Ⅲ. EMD 관련 추가 명령어

1. EMD History

```
J6F15X/82 SELNH   N302820 AG 99999992 20SEP
 1.1CHOI/EUNMIMS
 1. AF  267 H 22MAR ICNCDG HK1  0945    1350  O*          E WE
 2. AF  264 H 30MAR CDGICN HK1  1330   #0715  O*          E TH/FR

 *ALL   *P    *TD   *FF   *VL   *VR   *SI   *EM   *HTI  *HTE  *PI   *DAS   *EMDL
 🛒
```

*EMDL 버튼 클릭

```
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST              ⬍
  1. AF 0579991074883
CHOI/EUNMIMS
         I 20SEP16  015223 Z
***** END OF LIST *****
```

명령어 : **EMDH1** (EMDL 조회 후 1 은 라인번호) 혹은 **EMDH0579991074883(EMDH 티켓번호)**

반응 :

```
>EMDH0579991074883                                       ⬍
EMD HISTORY
    0579991074883 - CHOI/EUNMIMS
                   PTC/ADT
 **ISSUE ENTRY**
    AGENT EMDI/IC0579902683916/PE-R/FAXXXXXXXXXXXX0028*DXXXX*A258
    74589
 **ISSUE DATA**
    ISSUED  20SEP16 015223 Z  1G/5J1E/20
    ISSUING RECORD LOCATOR  1G-J6F15X
    RFIC   BAGGAGE
    FOP    CCAXXXXXXXXXXXX0028 EXPXXXX M258745-KRW90300
    AMT    KRW90300
    COMMISSION AMT
    FCMI  0 - ASVC AUTOMATED
    ENDORSEMENT
    TOUR CODE
    CPN REMARK
    ASSOCIATED TO TKT  0579902683916
 **SUPPORT DOCUMENTS**
    CUSTOMER RECEIPT
     20SEP2016 0152 EMAIL TO EUNMI@GALILEO.CO.KR
 **REQUEST SUPPORT DOCUMENTS**
    >EMDH0579991074883/RD* ·
```

2.   EMD VOID 하기

명령어 : EMDV0579991074883 (EMDV 티켓번호)

혹은 EMDL 클릭 후 EMDD1 (EMD Detail 조회 한 화면에서) Tab 이동하여 V 입력 후 엔터

```
0579991074883       CHOI/EUNMIMS      J6F15X/1G/5J1E 99999992
CPN RFISC    DESCRIPTION           VALUE        DATE    STATUS
 1  C-0CC   1ST ADDITIONAL BAG                          OPEN
             EMD DOCUMENT TOTAL:    KRW     90300
>EMD DETAIL DISPLAY           ·
>EMD VOID                     ·V
>EMD REFUND                   ·.
```

반응 :

```
EMD  0579991074883 VOIDED - SAC 057Y48W7IIR7N
```

- 당일 VOID 만 가능

- VOID 후 EMD Detail 의 Status VOID 가 VOID 반영되었는지 확인

- Daily Sales Report (HMPR) 확인

- 해당 항공사 EMD FactSheet 상에 VOID 를 허용하는 항공사만 가능

명령어 : EMDD0579991074883 (EMDD 티켓번호)

반응:

```
0579991074883       CHOI/EUNMIMS      J6F15X/1G/5J1E 99999992
CPN RFISC    DESCRIPTION           VALUE        DATE    STATUS
 1  C-0CC   1ST ADDITIONAL BAG                          VOID
             EMD DOCUMENT TOTAL:    KRW     90300
>EMD DETAIL DISPLAY           ·
>EMD VOID                     ·.
>EMD REFUND                   ·.
```

3. EMD REFUND 하기

EMDD0579991074886 조회 후 "EMD REFUND" 에 Tab 이동하여 "F" 입력 (F 는 Full 의미)

```
0579991074886      CHOI/EUNMIMS      J6F15X/1G/5J1E 99999992
CPN RFISC    DESCRIPTION         VALUE       DATE     STATUS
 1  C-0CC   1ST ADDITIONAL BAG                        OPEN
             EMD DOCUMENT TOTAL:  KRW      92600
>EMD DETAIL DISPLAY        ·
>EMD VOID                  ·.
>EMD REFUND               ·F
```

반응:

```
EMD 0579991074886 REFUNDED - SAC 057Y48W7IIR7Q
```

- Full Refund 만 가능

- EMD 환불 여부 확인 후 진행 '

- 환불 후 EMD Detail 에서 Status 확인

```
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
  1. AF 0579991074886
CHOI/EUNMIMS
        I 20SEP16  015223 Z
       RF 20SEP16  060624 Z SAC - 057Y48W7IIR7N
```

- **I : Origin Issue / V : Void / RF : Refund**

- 환불 작업한 시간 조회 가능 (GMT Time)

4. Daily Sales Report 에서 EMD 발행내역 확인하기

명령어 : HMPR

```
GALILEO KR TRAINING                TINS REPORT      20 SEP 16
CURRENCY CODE   KRW        IATA NUMBER 99999992

A/L TKT/STOCK NBR PASSENGER NAME  FARE        TAX    COMM   FOP
                                             *FEES
057E9902683916      CHOI/EUNMIMS  1700000   432800   0.00   FS
057D9991074883      CHOI/EUNMIMS  VOID 20SEP
180E9902683917      AUM/SUYEONMS   690000    28000   0.00   FS
180E9902683918      LEE/JINMR      690000    28000   0.00   FS
057D9991074886      CHOI/EUNMIMS    92600        0   0.00   FS
057 991074886       CHOI/EUNMIMS    92600        0   0.00   FS
                                            RFND-
```

- EMD 발행시 항공사 번호 뒤의 "D" 로 표시

- E-Ticket 발행 "E" , TASF 발행 "F" 로 표시

5. 대리점에 부여되는 EMD 티켓번호 확인- EMD 발행시 25 장씩 자동 부여

명령어 : EDOC

반응:

```
                         IATA 17311111   7B0L
GALILEO KOREA                                SEOUL          KR

TYPE    ASSIGN DATE    START NUMBER    NEXT NUMBER    END NUMBER
EMD       02SEP        2811559125      2811559141     2811559149
```

6. EMD Agent / Receipt 조회 하기

```
>EMDH2
EMD HISTORY
    0579991074886 - CHOI/EUNMIMS
                    PTC/ADT
 **ISSUE ENTRY**
    AGENT EMDI/IC0579902683916/PE-R/FS
 **ISSUE DATA**
    ISSUED  20SEP16 062523 Z  1G/5J1E/20
    ISSUING RECORD LOCATOR  1G-J6F15X
    RFIC   BAGGAGE
    FOP    CA
    AMT    KRW92600
    COMMISSION AMT
    FCMI  0 - ASVC AUTOMATED
    ENDORSEMENT
    TOUR CODE
    CPN REMARK
    ASSOCIATED TO TKT  0579902683916
 **SUPPORT DOCUMENTS**
    CUSTOMER RECEIPT
     20SEP2016 0625 EMAIL TO EUNMI@GALILEO.CO.KR
 **REQUEST SUPPORT DOCUMENTS**
    >EMDH0579991074886/RD* ·
```

- EMD History 의 "Request Support Documents" Tab 이동하여 엔터

```
**REQUEST SUPPORT DOCUMENTS**
0579991074886    DELIVERY METHOD

>EMD AUDIT/AGENT       ···
>EMD CUSTOMER RECEIPT  ···
```

6-1. Agent Coupon

위의 화면에서 Tab Key 이동하여 EMD AUDIT/AGENT 에서 "**DI**" 입력 후 엔터

```
**REQUEST SUPPORT DOCUMENTS**
0579991074886     DELIVERY METHOD

>EMD AUDIT/AGENT        ·DI
>EMD CUSTOMER RECEIPT   ·..
```

[EMD Agent Coupon 의 예]

```
ISSUE DATE/20SEP16        AUDIT/AGENT      1 OF 1 ELECTRONIC
AIR FRANCE                7733/ 5J1E/20      KR MISCELLANEOUS
GALILEO KR TRAINING/SEOUL                       DOCUMENT
99999992    J6F15X/1G
CHOI/EUNMIMS


                                     RELATED TKT 0579902683916

   **** SERVICES ****    RFIC-C
EMD NUMBER 057 9991074886
AF 0267H  ICNCDG 22MAR  /  0CC  / 1ST ADDITIONAL BAG
FCI0                               NOT VALID FOR TRAVEL
KRW     92600
KRW     92600

             057 9991074886
```

6-2. EMD Customer Receipt

```
**REQUEST SUPPORT DOCUMENTS**
0579991074886     DELIVERY METHOD

>EMD AUDIT/AGENT          ...
>EMD CUSTOMER RECEIPT     ·DI
>
```

[EMD Customer Receipt 의 예]

```
EMD CUSTOMER RECEIPT                    PAGE NO. 1
                                        RLOC: 1G-J6F15X
                                        VLOC: AF-4KUZ6R


FOR: CHOI/EUNMIMS
EMD NUMBER: 057 9991074886              20SEP2016

ISSUED BY: GALILEO KR TRAINING SEOUL KR
EMD NUMBER: 057 9991074886

CPN 1 C: BAGGAGE / 1ST ADDITIONAL BAG      KRW       92600
     22MAR17  AIR FRANCE 0267H
     SEOUL/ICN TO PARIS/CDG
     ASSOCIATED TKT: 0579902683916

                                  EMD BASE   KRW       92600
                                  EMD TOTAL  KRW       92600

     FORM OF PAYMENT CASH

WHERE THIS DOCUMENT IS USED FOR TRANSPORTATION OR SERVICES
OTHER THAN PASSENGER AIR TRANSPORTATION SPECIFIC TERMS AND
CONDITIONS MAY APPLY. THESE TERMS AND CONDITIONS MAY BE
PROVIDED SEPARATELY OR MAY BE OBTAINED FROM THE ISSUING
COMPANY OR AGENT.
```

6-3. EMD CCCF

```
**REQUEST SUPPORT DOCUMENTS**
0579991074883    DELIVERY METHOD

>EMD CHARGE FORM        ·DI
>EMD AUDIT/AGENT        ·..
>EMD CUSTOMER RECEIPT   ·..
>
```

[EMD CCCF 의 예]

```
EMD                CREDIT CARD CHARGE FORM
AIR FRANCE                              GALILEO KR TRAINING
               ISSUE DATE/20SEP16       SEOUL
                                        9999999    J6F15X/1G

CHOI/EUNMIMS

SIGNATURE X-
I ACKNOWLEDGE RECEIPT OF TICKET(S) AND/OR COUPON(S) FOR RELATED
CHARGES DESCRIBED HEREON AND AM AWARE OF APPLICABLE RESTRICTIONS
AND/OR PENALTIES AS SHOWN ON SUCH TICKET(S) AND/OR COUPON(S).

KRW       90300

              AXXXXXXXXXXXX0028        APVL M258745

KRW       90300  7733/     057 9991074883
```

6-4.   Receipt 이메일로 재 전송하기

```
**REQUEST SUPPORT DOCUMENTS**
0579991074883    DELIVERY METHOD

>EMD CHARGE FORM        ·..
>EMD AUDIT/AGENT        ·...
>EMD CUSTOMER RECEIPT   ·PE
```

- Tab 으로 이동하여 Customer Receipt 에 "**PE**" 입력 후 엔터

반응:

```
PRINT REQUEST PROCESSED FOR EMD EMAIL RECEIPT
```