

Smartpoint 를 통한

EMD-S 발행방법

2017.02.13



1. PNR 의 예

```

CRVS4G/82 SELNH N302820 AG 99999992 13FEB
1.1CHOI/EUNMIMS
1. AF 267 T 20NOV ICNCDG HK1 0945 1350 0* E MO
2. AF 264 T 05DEC CDGICN HK1 1310 #0800 0* E TU/WE
    
```

*ALL *P *TD *FF *VL *VR *SI *HTI *HTE *PI

2. 항공사별 EMD Factsheet 확인 하기

EMD Fact Sheet									
Airline Name		Air France (AF)							
Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Penalty Fee	D	98F	Manual SVC	N/A	EMD-S	Y	N	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
1ST Additional Bag	C	OCC	DAS	BG	EMD-A	Y	N	Y	Y
2ND Additional Bag	C	OCD	DAS	BG	EMD-A	Y	N	Y	Y
3RD or more Additional Bag	C	OCE	DAS	BG	EMD-A	Y	N	Y	Y
Bicycle	C	OEC	DAS	BG	EMD-A	Y	N	Y	Y
Pet in Cabin	C	OBT	DAS	PT	EMD-A	Y	N	Y	Y
Pet in Hold	C	OBS	DAS	PT	EMD-A	Y	N	Y	Y
Paid Seats	A	OB5	Smartpoint	SA	EMD-A	Y	N	Y	Y

- 항공사별 EMD-S 발행 가능항목을 확인

3. Service Segments (SVC) 생성

PNR 조회 후 메뉴 >> PNR >> Create Service Segments 클릭 하여 마스크창을 실행

Travelport Smartpoint - Window 1

애플리케이션 터미널 기록 창 PNR 검색 판매 도구 도움말

- 고객 정보 생성/편집
- 예약 파일 설명 생성/편집
- 특별 서비스 생성/편집
- Create Service Segments**
- 좌석 배치 지정/편집



Galileo

Create Service Segments ✕

Service segments are created for items such as change fees, penalty fees, lounge access etc.

Passenger:

Include basic information for documentation purposes. You can select a segment or manually input the airline, date, and city codes.

Segment:

-or-

Airline: Date: Departure City Code: Arrival City Code:

Reason Codes:

Reason Code Description Override: [?](#)

Fee:

Passenger	손님 이름 선택
Segment	EMD-S 발행 여정 자동 선택, 선택 시 Service Segment 날짜와 도시코드 자동적용
Airline / Date Departure City Code / Arrival City Code	EMD-S 발행 여정 매뉴얼 입력, 예) 날짜 입력 시 마지막 Flight +1 day 입력 하는 경우
Reason Codes	발행 목적에 따라 Reason Code 선택
Reason Code Description Override	항공사에 따라 추가로 요구하는 Reason Code Description 사항 입력 가능
Fee	EMD-S 발행 금액 입력
SUBMIT	클릭 후 PNR 에 Service Segment 생성 완료 (PNR 에서 R.P+ER 저장 필수)



[PNR 에 Service Segment 입력된 화면의 예]

```

CRVS4G/82 SELNH N302820 AG 99999992 13FEB
1. 1CHOI/EUNMIMS
1. SVC AF EK1 ICN CDG 20NOV-D/98F/PENALTY FEE/NM-1CHOI/EUNMIMS//1
00000/KRW
2. AF 267 T 20NOV ICNCDG HK1 0945 1350 0* E MO
3. AF 264 T 05DEC CDGICN HK1 1310 #0800 0* E TU/WE
    
```

*ALL *P *TD *FF *VL *VR *SI *HTI *HTE *PI

4. EMD-S 영수증 전송을 위해 이메일 주소 입력

명령어 : MT.GALILEO@GALILEO.CO.KR

반응 :

```

D25GG2/82 SELNH N302820 AG 99999992 09FEB
1. 1CHOI/EUNMIMS
1. AF 267 A 08JUN ICNCDG HK1 0855 1350 0* E TH
2. AF 264 A 21JUN CDGICN HK1 1310 #0700 0* E WE/TH
    
```

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

-입력한 이메일 주소는 "EMAIL ADDRESS" 의 *EM 클릭시 확인 가능



5. EMD-S 발행

명령어 : EMDI/SM1/IC0579902793560/PE-R/FS

반응:

```
EMD GENERATED TOTAL 100000
0579991085992 100000 CHOI/EUNMIMS

TAB AND ENTER TO REDISPLAY PNR >*CRVS4G*
```

EMDI	발행 명령어
SM1	발행할 SVC Segment 번호
IC	E-Ticket 번호 연결 (In Connection With)
PE-R	EMD 영수증 이메일로 수신
ERNON-REFUNDABLE	Endorsement
FS	현금 지불
FAX37000000000000*D1219*A25896589	카드 지불 (카드코드/카드번호/D 유효기간(월/년)/ A 승인번호)

-EMD 카드 발행시 주의 사항

- * Easy Ticket 을 이용하여 승인 먼저 받고 EMD 발행
- * EMD 는 국내 전용카드 발행 불가 (9XXX. 6XXX)
- * 할부 발권 불가

6. EMD-S 발행 후 PNR 에 확인 사항

1) PNR 의 Service Segment (SVC) 의 Status 확인

```
CRVS4G/82 SELNH N302820 AG 99999992 13FEB
1.1CHOI/EUNMIMS
1. SVC AF HI1 ICN CDG 20NOV-D/98F/PENALTY FEE/NM-1CHOI/EUNMIMS/05
79991085992C1/100000/KRW
2. AF 267 T 20NOV ICNCDG HK1 0945 1350 0* E MO
3. AF 264 T 05DEC CDGICN HK1 1310 #0800 0* E TU/WE

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

- Service Segment (SVC) 항목의 Status 가 EK 에서 HI (EMD 발행 완료) 변경되며, EMD-S 번호 확인 가능



2) EMD 발행 내역 확인

PNR 하단의 Field 중 "ELECTRONIC MISC DOCUMENT LIST" 의 EMDL 클릭

```
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
1. AF 0579991085992
CHOI/EUNMIMS
      I 13FEB17 075637 Z
***** END OF LIST *****
```

- 초록색 라인 번호 클릭시 아래와 같이 EMD Detail 조회 가능

```
0579991085992      CHOI/EUNMIMS      CRVS4G/1G/5J1E 99999992
CPN RFISC      DESCRIPTION      VALUE      DATE      STATUS
1 D-98F      PENALTY FEE      KRW 100000      USED
      EMD DOCUMENT TOTAL:      KRW 100000
>EMD DETAIL DISPLAY      .
>EMD VOID      ..
>EMD REFUND      ..
```



8. EMD-S 영수증의 예

Additional Services/Fees Receipt

CHOI/EUNMIMS 13-Feb-2017

GALILEO KR TRAINING

SEOUL KR

Document Number(s)

057 9991085992

Reservation Reference: 1G/CRVS4G AF/3WQL38 AF

Additional Services Information

Document Number: 057 9991085992

D: Financial Impact/PENALTY FEE KRW 100000

20-Nov-2017 Present To: AIR FRANCE AF

Board: Seoul/ICN

Destination: Paris/CDG

Associated Ticket Number: 0579902793560

Operated By AIR FRANCE

Document Base: KRW 100000

Document Total: KRW 100000

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.



★EMD 관련 추가 명령어

1. EMD VOID 하기

명령어 : EMDV1399991085588 (EMDV 티켓번호)

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

1399991085588	CHOI/EUNMIMS	W4F1C8/1G/5J1E	99999992		
CPN	RFISC	DESCRIPTION	VALUE	DATE	STATUS
1	A-0B5	ASIENTO PAGADO PAIDSE	KRW 28700		OPEN
EMD DOCUMENT TOTAL:			KRW 28700		
>EMD DETAIL DISPLAY		.			
>EMD VOID		. V			

반응 :

EMD 1399991085588	VOIDED -SAC 139Y48W7IIR7N
-------------------	---------------------------

- 당일 VOID 만 가능
- VOID 후 EMD Detail 의 Status 가 VOID 로 반영되었는지 확인
- Daily Sales Report (HMPR) 확인
- VOID 는 허용 항공사에 한 해 가능 (EMD Factsheet 확인)

1) EMD VOID 상태 확인하기 : EMDL 클릭 >> 초록색 라인번호 클릭 또는 EMDD 티켓번호

명령어 : EMDD1399991085588(EMDD 티켓번호)

반응:

1399991085588	CHOI/EUNMIMS	W4F1C8/1G/5J1E	99999992		
CPN	RFISC	DESCRIPTION	VALUE	DATE	STATUS
1	A-0B5	ASIENTO PAGADO PAIDSE	KRW 28700		VOID
EMD DOCUMENT TOTAL:			KRW 28700		
>EMD DETAIL DISPLAY		.			
>EMD VOID		. .			



2. EMD REFUND 하기

EMDL 클릭 >> 초록색 라인번호 클릭 >> 초록색 EMD REFUND 클릭 혹은
EMDD1 (EMD Detail 조회 한 화면에서) Tab 이동하여 F (F 는 Full 의미) 입력 후 엔터

1059991085664	CHOI/EUNMIMS	6F25TE/1G/5J1E	99999992		
CPN	RFISC	DESCRIPTION	VALUE	DATE	STATUS
1	A-0B5	SEAT ASSIGNMENT	KRW 24600		OPEN
EMD DOCUMENT TOTAL:			KRW 24600		
>EMD DETAIL DISPLAY .					
>EMD VOID ..					
>EMD REFUND .F					

반응:

EMD 1059991085644	REFUNDED	- SAC 105Y48W7IIR7Q
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- Full Refund 만 가능
- Refund 는 허용 항공사에 한해 가능 (EMD Factsheet 확인)
- 환불 후 EMD Detail 에서 Status 확인

EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST					
1. AY 1059991085664					
CHOI/EUNMIMS					
	I	08FEB17	063938	Z	
	RF	09FEB17	062589	Z	SAC-105Y48W7IIR7Q

- I : Origin Issue / V : Void / RF : Refund
- 환불 작업한 시간 조회 가능 (GMT Time)

3. Daily Sales Report 에서 EMD 발행내역 확인하기

명령어 : HMPR

GALILEO KR TRAINING		TINS REPORT		08 FEB 17			
CURRENCY CODE KRW		IATA NUMBER 99999992					
A/L	TKT/STOCK	NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
					*FEES		
954F9902793548			CHOI/EUNMIMS	20000	20000	0.00	FS
217E9902793551			KANG/SANGHOON	VOID 08FEB			
105E9902793552			CHOI/EUNMIMS	1300000	359500	0.00	FS
105D9991085664			CHOI/EUNMIMS	24600	0	0.00	FS

- EMD 발행시 항공사 번호 뒤의 "D" 로 표시
- E-Ticket 발행 "E", TASF 발행 "F" 로 표시



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

명령어 : EDOC

반응:

GALILEO KOREA		IATA 17399999	5J1E	SEOUL	KR
TYPE	ASSIGN DATE	START NUMBER	NEXT NUMBER	END NUMBER	
EMD	13JAN	2811560175	2811560197	2811560199	

5. EMD History

```
6F25TE/82 SELNH N302820 AG 99999992 08FEB
1.1CHOI/EUNMIMS
1. AY 42 S 20NOV ICNHEL HK1 1105 1415 O* E MO
2. AY 41 S 10DEC HELICN HK1 1730 #0910 O* E SU/MO
```

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

PNR 하단의 Field 중 "ELECTRONIC MISC DOCUMENT LIST" 의 EMDL 클릭

```
EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST
1. AY 1059991085664
CHOI/EUNMIMS
I 08FEB17 063938 Z
***** END OF LIST *****
```

명령어 : EMDH1 (EMDL 조회 후 1 은 라인번호) 혹은 EMDH1059991085664(EMDH 티켓번호)

반응 :

```
>EMDH1
EMD HISTORY
1059991085664 - CHOI/EUNMIMS
PTC/ADT
**ISSUE ENTRY**
AGENT EMDI/IC1059902793552/PE-R/FS
**ISSUE DATA**
ISSUED 08FEB17 063938 Z 1G/5J1E/20
ISSUING RECORD LOCATOR 1G-6F25TE
RFIC AIR TRANSPORTATION
FOP CA
AMT KRW24600
COMMISSION AMT
FCMI 0 - ASVC AUTOMATED
ENDORSEMENT
TOUR CODE
CPN REMARK
ASSOCIATED TO TKT 1059902793552
**SUPPORT DOCUMENTS**
CUSTOMER RECEIPT
08FEB2017 0639 EMAIL TO EUNMI@GALILEO.CO.KR
**REQUEST SUPPORT DOCUMENTS**
>EMDH1059991085664/RD* .
```



6. EMD History 에서 Agent / Receipt/ CCCF 조회 하기

EMD History 의 하단의 " Request support documents" 초록색 클릭

```

>EMDH1
EMD HISTORY
  1059991085664 - CHOI/EUNMIMS
                PTC/ADT

**ISSUE ENTRY**
  AGENT EMDI/IC1059902793552/PE-R/FS
**ISSUE DATA**
  ISSUED 08FEB17 063938 Z 1G/5J1E/20
  ISSUING RECORD LOCATOR 1G-6F25TE
  RFIC AIR TRANSPORTATION
  FOP CA
  AMT KRW24600
  COMMISSION AMT
  FCMI 0 - ASVC AUTOMATED
  ENDORSEMENT
  TOUR CODE
  CPN REMARK
  ASSOCIATED TO TKT 1059902793552
**SUPPORT DOCUMENTS**
  CUSTOMER RECEIPT
  08FEB2017 0639 EMAIL TO EUNMI@GALILEO.CO.KR
**REQUEST SUPPORT DOCUMENTS**
  >EMDH1059991085664/RD* .

```

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

```

**REQUEST SUPPORT DOCUMENTS**
1059991085664 DELIVERY METHOD

>EMD AUDIT/AGENT      ...
>EMD CUSTOMER RECEIPT ...

```

① Agent Coupon

위의 화면에서 Tab Key 이동하여 EMD AUDIT/AGENT 에서 "DI (Display Invoice)" 입력 후 엔터

```

**REQUEST SUPPORT DOCUMENTS**
1059991085664 DELIVERY METHOD

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

```



Galileo

[EMD Agent Coupon 의 예]

```

ISSUE DATE/08FEB17      AUDIT/AGENT      1 OF 1 ELECTRONIC
FINNAIR                 7733/ 5J1E/20   KR MISCELLANEOUS
GALILEO KR TRAINING/SEOUL      DOCUMENT
99999992      6F25TE/1G
CHOI/EUNMIMS

                                RELATED TKT 1059902793552

**** SERVICES ****      RFIC-A
EMD NUMBER 105 9991085664
AY 0042S ICNHEL 20NOV / 0B5 / SEAT ASSIGNMENT
FCI0                                NOT VALID FOR TRAVEL
KRW      24600
KRW      24600
    
```

② EMD Customer Receipt

```

**REQUEST SUPPORT DOCUMENTS**
1059991085664      DELIVERY METHOD

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

[EMD Customer Receipt 의 예]

```

EMD CUSTOMER RECEIPT      PAGE NO. 1
                                RLOC: 1G-6F25TE
                                VLOC: AY-3MI60P

FOR: CHOI/EUNMIMS
EMD NUMBER: 105 9991085664      08FEB2017

ISSUED BY: GALILEO KR TRAINING SEOUL KR
EMD NUMBER: 105 9991085664

CPN 1 A: AIR TRANSPORTATION / SEAT ASSIGNMENT      KRW      24600
20NOV17 FINNAIR 0042S
SEOUL/ICN TO HELSINKI/HEL
ASSOCIATED TKT: 1059902793552

                                EMD BASE      KRW      24600
                                EMD TOTAL     KRW      24600

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.
    
```



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
AXXXXXXXXXXXXX028 APVL M258745
KRW 90300 7733/ 057 9991074883

```

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

```