



## 5J BSP 발권 안내 (BSP in Korea)

세부퍼시픽항공은 2018년 4월 23일부터 BSP Weblink 를 통해 한국 내 BSP 발권을 시작하게 되었으며, **2018년 6월 1일부터 전체 IATA 여행사 SkyPartner ID 임의 등록 후, 좀 더 편리하게 발권 진행이 가능하도록 준비하였습니다.**

IATA 여행사에서 BSP Weblink를 통해 세이버(Sabre) 및 SkyPartner(5J 대리점 전용 사이트)에서 BSP 발권을 진행할 수 있으니, 많은 관심 부탁드립니다.

### 1. 세이버(Sabre) 및 SkyPartner(5J 대리점 전용 사이트) BSP 발권

- IATA 여행사 BSP 발권 가능 - 세이버 및 항공사 대리점 시스템(SkyPartner) BSP 발권
- 지불수단 : 현금 ( Entry : 30THS/5J OSAG 173XXXXX ) - 30THS/5J OSAG 은 BSP Billing Analysis 에서 현금인식
- 세부퍼시픽항공은 'Ticketless' 항공사이며, 임의의 가상 항공권 번호가 Billing 에 반영됨
- 가상의 항공권 번호는 Billing Analysis 와 5J Customized Sales Report 를 통해 항공사와 Weblink 간의 모든 처리를 확인하는 데 사용됨
- 가상의 항공권 번호는 GDS(Sabre) 및 Skypatner 에서 볼 수 없지만, BSP Billing 및 5J Customized Sales Report 에 반영됨
- 가상의 항공권 번호는 발권 당일 승객당 자동 할당되어 발권일 다음날 5J Customized Sales Report 확인 가능

### 2. 5J BSP 등록사항 확인 및 추가등록

IATA 에 등록된 여행사 대표 E-MAIL 로 해당 ID/PW 전송되었으나, 별도 재확인이 필요하신 경우 아래 절차대로 요청하여 주시기 바랍니다.

- **여행사에서 5J 한국지사로 BSP 등록된 ID 확인요청 하기 - 여행사 공식 E-MAIL 사용**
  - 필요 서류 : IATA 가입증명서(IATA Certificate of Accreditation), 사업자등록증, 담당자 명함
  - 5J 접수 E-MAIL : [cebcoreasales@cebupacificair.com](mailto:cebcoreasales@cebupacificair.com)
- **Sky Partner & 5J Customized Sales Report 로그인**을 위한 대표 USER ID/PW 전송 (24 시간 이내)
  - SkyPartner : <https://partners.cebupacificair.com>
  - 5J Customized Sales Report : <https://cebapp.cebupacificair.com/bsp>
  - \* SkyPartner 에서 개별 PW 우선 설정 후, 5J Customized Sales Report 로그인 가능
- **여행사 담당자 추가등록**
  - 필요서류 : Sky Partner Enrollment form (SPEF) 작성 후, E-mail 접수 (SPEF 첨부)
  - 5J 접수 E-MAIL : [cebcoreasales@cebupacificair.com](mailto:cebcoreasales@cebupacificair.com)

### 3. 5J 한국지사 BSP 업무 담당자 (\*NateOn 문의)

BSP 업무	담당자	NateOn Messenger	E-mail
BSP 등록확인 -및- 추가등록	영업부	영업부 담당자 (등록 후 지정)	<a href="mailto:cebcoreasales@cebupacificair.com">cebcoreasales@cebupacificair.com</a>
예약발권 문의	허효선 부장	<a href="mailto:hyosunny96@nate.com">hyosunny96@nate.com</a>	*NateOn 문의
정산/BSP billing	박병환 부장	<a href="mailto:kashar589@nate.com">kashar589@nate.com</a>	*NateOn 문의



## 세부퍼시픽 BSP발권 예약발권 안내

- I. 항공 운임 및 규정
- II. 예약
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- V. 취소/환불
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- VII. Ancillary fees 추가
- VIII. 기타처리
- IX. 5J Customized Sales Report
- X. BSP billing

### I. 항공 운임 및 규정

#### 1. 운임 조회

```
>FQICNMNL15MAY-5J
SEL-MNL CXR-5J TUE 15MAY18 KRW
BR 0/ 0/11 CA 0/ 0/ 5 CI 0/ 0/ 6 CX 0/ 0/19 CZ 0/ 0/ 6
DL 0/ 0/ 1 H1 1/ 0/ 0 JL 0/ 0/ 4 KE 2/ 0/ 0 MH 0/ 0/ 2
MU 0/ 0/ 4 NH 0/ 0/19 OZ 2/ 0/ 0 PR 2/ 0/ 5 SQ 0/ 0/11
TG 0/ 0/ 5 VN 0/ 0/ 3 MF 0/ 0/ 3 BI 0/ 0/ 1 7C 1/ 0/ 0
5J 1/ 0/ 3
//SEE FQHELP FOR INFORMATION ABOUT THE NEW FARE DISPLAYS//
SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED
5J ICMNML.EH 15MAY18 MPM 1952
V FARE BASIS AP FARE-OW FARE-RT BK SEASON MINMAX RTG
1 ERPOW # 65000 130000 E --- -/ - EH01
2 DRPOW # 75000 150000 D --- -/ - EH01
3 CRPOW # 95000 190000 C --- -/ - EH01
4 VRP # 115000 230000 V --- -/12M EH01
5 WRP # 135000 270000 W --- -/12M EH01
6 GRP # 155000 310000 G --- -/12M EH01
7 QRP # 180000 360000 Q --- -/12M EH01
8 LRP # 205000 410000 L --- -/12M EH01
9 KRP # 235000 470000 K --- -/12M EH01
10 MRP # 270000 540000 M --- -/12M EH01
11 HRP # 305000 610000 H --- -/12M EH01
12 BRP # 340000 680000 B --- -/12M EH01
13 SRP # 380000 760000 S --- -/12M EH01#
>MD
14 URP # 425000 850000 U --- -/12M EH01#
15 Y # 470000 940000 Y --- -/12M EH01
```

\*조회 가능 노선: ICN/PUS/KIX/NRT/NGO/CEB/DVO/TAG/ILO/CGY/BCD/KLO/MPH/RXS/PPS/GES/USU

#### 2. Penalty & 규정 조회 - 요금표 참조

## II. 예약

### 1. Schedule 조회

```
>S15MAYICNMNL#5J
15MAY TUE - 29MAY TUE ICN/Z#9 MNL/-1
15J 187 ICNMNL 0235 0605 330 0 1234567 26MAR-28OCT
25J 129 ICNCEB 2215 0140#1 320 0 1234567 25MAR-27OCT
35J 586 MNL 0315 0440 320 0 123.5.7 25MAR-27OCT
45J 129 ICNCEB 2215 0140#1 320 0 1234567 25MAR-27OCT
55J 564 MNL 0610 0735 320 0 1234567 25MAR-27OCT
65J 129 ICNCEB 2215 0140#1 320 0 1234567 25MAR-27OCT
75J 562 MNL 0735 0905 320 0 1234567 25MAR-27OCT
85J 129 ICNCEB 2215 0140#1 320 0 1234567 25MAR-27OCT
95J 568 MNL 1055 1215 330 0 1234567 25MAR-27OCT
105J 129 ICNCEB 2215 0140#1 320 0 1234567 25MAR-27OCT
115J 580 MNL 1225 1400 320 0 1234567 25MAR-27OCT
```

### 2. Availability 조회 및 좌석 예약

```
>A15MAYICNMNL#5J
-15MAY+ TUE ICN/Z#9 MNL/-1
15J 187 Y7 U7 S7 B7 H7 M7 K7 L7 G7 ICNMNL 0235 0605 330 0 AB/E
W7 V7 CC DC EC F7 R7 I7 ZC TC OC
25J 129 Y7 U7 S7 B7 H7 M7 K7 L7 G7 ICNCEB 2215 0140#1 320 0 AB/E
W7 VC CC DC EC F7 R7 I7 ZC T7 OC
```

```
>N2Y1
5J 187Y 15MAY ICNMNL SS2 0235 0605 /ABRQ /E
SURNAME CHG NOT ALLOWED FOR 5J-Y FARECLASS
>05J188Y17MAYMNLICN#2
5J0188Y 17MAY MNLICN SS02 1710 2240 /ABRQ /E
DEP-TERMINAL 3
SURNAME CHG NOT ALLOWED FOR 5J-Y FARECLASS
```

### 3. 이름/TITLE/소아,유아 SSR DOB 필수 입력!! (미 입력시, 공항 수수료 징수)

```
NO NAMES
1 5J 187Y 15MAY 2 ICNMNL SS2 0235 0605 /ABRQ /E
2 5J 188Y 17MAY 4 MNLICN SS2 1710 2240 /ABRQ /E
2XL8.2XL8*AIR 0023/22MAR18
>-HUR/HYOSUN MS *
>-KANG/SHINYOUNG MSTR*C07 *
>-I/KIM/JIHYE MISS*I20 *
>3CHLD/02JAN11-2.1 *
>3INFT/KIM/JIHYE MISS/15SEP16-1.1 *
```

① 이름(First name) : 반드시 붙여서 입력

② 성별(Title) : 이름과 Title 사이는 띄우기, 4개의 Title만 사용 - MR(남성) MS(여성), MSTR(남아), MISS(여아)

### 4. APIS

```
>3DOCS/P/KR/M12345678/KR/08JUN87/F/01JAN2024/HUR/HYOSUN-1.1 *
>*P3D
GENERAL FACTS
4.SSR DOCS 5J HK1/P/KR/M12345678 1.1 HUR/HYOSUN MS
/KR/08JUN87/F/01JAN2024/HUR/HY
OSUN
```

### 5. 전화번호

```
>9T*82233334444 CEB TRAVEL MR KIM/KISEOK *
>9M*821033334444 PAX MR KANG/YOONHO *
>30THS/T CTC 82233334444 CEB TRAVEL MR KIM/KISEOK *
>30THS/PAX CTC 821033334444 PAX MR KANG/YOONHO *
>*A
1.1HUR/HYOSUN MS 2.1KANG/SHINYOUNG MSTR*C07
3.I/KIM/JIHYE MISS*I20
1 5J 187Y 15MAY 2 ICNMNL SS2 0235 0605 /ABRQ /E
2 5J 188Y 17MAY 4 MNLICN SS2 1710 2240 /ABRQ /E
PHONES
1.SELT*82233334444 CEB TRAVEL MR KIM/KISEOK
2.SELM*821033334444 PAX MR KANG/YOONHO
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CHLD 5J HK1/02JAN11
2.SSR INFT 5J NN1 ICNMNL0187Y15MAY/KIM/JIHYE MISS/15SEP16
3.SSR INFT 5J NN1 MNLICN0188Y17MAY/KIM/JIHYE MISS/15SEP16
5.SSR OTHS YY T CTC 82233334444 CEB TRAVEL MR KIM/KISEOK
6.SSR OTHS YY PAX CTC 821033334444 PAX MR KANG/YOONHO
```

\*PHONE 필드 입력 + 30THS/ 추가입력

6. 사전지불 수속수하물

**3BBML1-2.1** (3:Primary, BBML:20kg, 1:Segment, -2.1:승객) **\*\*최소 구입 무게 20KG(BBML) 변경\*\***

```
>3AVML1-2.1 *
>*A
1.1HUR/HYOSUN MS 2.1KANG/SHINYOUNG MSTR*C07
3.I/1KIM/JIHYE MISS*I20
1 5J 187Y 15MAY 2 ICNMNL SS2 0235 0605 SPM /ABRQ /E
2 5J 188Y 17MAY 4 MNLICN SS2 1710 2240 /ABRQ /E
PHONES
1.SELT*82233334444 CEB TRAVEL MR KIM/KISEOK
2.SELM*821033334444 PAX MR KANG/YOONHO
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CHLD 5J HK1/02JAN11
2.SSR INFT 5J NN1 ICNMNL0187Y15MAY/KIM/JIHYE MISS/15SEP16
3.SSR INFT 5J NN1 MNLICN0188Y17MAY/KIM/JIHYE MISS/15SEP16
5.SSR OTHS YY T CTC 82233334444 CEB TRAVEL MR KIM/KISEOK
6.SSR OTHS YY PAX CTC 821033334444 PAX MR KANG/YOONHO
7.SSR AVML 5J NN1 ICNMNL0187Y15MAY
2XL8.2XL8*AIR 0030/22MAR18
```

7. Payment(발권) 전, 최종 결과 확인

```
>EWR
< PNR - IOWVSC >
1.1HUR/HYOSUN MS 2.1KANG/SHINYOUNG MSTR*C07
3.I/1KIM/JIHYE MISS*I20
1 5J 187Y 15MAY 2 ICNMNL HK2 0235 0605 SPM /AB5J*FGHTWA /E
2 5J 188Y 17MAY 4 MNLICN HK2 1710 2240 /AB5J*FGHTWA /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.SELT*82233334444 CEB TRAVEL MR KIM/KISEOK
2.SELM*821033334444 PAX MR KANG/YOONHO
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
GENERAL FACTS
1.SSR CHLD 5J HK1/02JAN11
2.SSR INFT 5J HK1 ICNMNL0187Y15MAY/KIM/JIHYE MISS/15SEP16
3.SSR INFT 5J HK1 MNLICN0188Y17MAY/KIM/JIHYE MISS/15SEP16
5.SSR OTHS YY T CTC 82233334444 CEB TRAVEL MR KIM/KISEOK
6.SSR OTHS YY PAX CTC 821033334444 PAX MR KANG/YOONHO
7.SSR AVML 5J HK1 ICNMNL0187Y15MAY
8.SSR OTHS 1B 5J SSR-AVML TTL PNR COUNT 001 ADDTL CHARGES KRW
18000.00
9.SSR OTHS 1B 5J SSR-INFT TTL PNR COUNT 002 ADDTL CHARGES KRW
45600.00
10.SSR ADTK 1B TO 5J ON/BEFORE 25MAR 0531Z OTHERWISE WILL BE X
LD
11.SSR OTHS 1B MOST FARES EXCL GOV FARES REQUIRE TKT WITHIN 24
HRS
12.SSR OTHS 1B ITIN CONFIRMED - MUST PROVIDE PAYMENT
13.SSR OTHS 1B SUBJ CXL ON/BEFORE 25MAR 0531Z WITHOUT PAYMENT
14.SSR OTHS 1B 5J AMOUNT DUE 5J KRW2022200.00
RECEIVED FROM - AGT
2XL8.2XL8*AIR 0031/22MAR18 IOWVSC H
```

- ① EWR : ALL 'KK' STATUS 를 'HK'로 변경
- ② 최종 예약 확인 필수 : SEAT STATUS 'HK' + 항공사 PNR
- ③ TKTL : SSR ADTK 의 AUTO-TL 준수

**④ 5J AMOUNT DUE 5J : 지불해야 하는 총 금액**  
**(해당 총 금액이 Auto quotation 요금보다 우선)**

### III. 발권

#### 1. 자동운임 계산 (Auto-pricing)

\*PNR 열고 WPA5J : (5)=(1)+(2)+(3)+(4)

8.SSR OTHS 1B 5J SSR-AVML TTL PNR COUNT 001 ADDTL CHARGES KRW  
18000.00-(1)  
9.SSR OTHS 1B 5J SSR-INFT TTL PNR COUNT 002 ADDTL CHARGES KRW  
45600.00-(2)  
10.SSR ADTK 1B TO 5J ON/BEFORE 25MAR 0531Z OTHERWISE WILL BE X  
LD  
11.SSR OTHS 1B MOST FARES EXCL GOV FARES REQUIRE TKT WITHIN 24  
HRS  
12.SSR OTHS 1B ITIN CONFIRMED - MUST PROVIDE PAYMENT  
13.SSR OTHS 1B SUBJ CXL ON/BEFORE 25MAR 0531Z WITHOUT PAYMENT  
14.SSR OTHS 1B 5J AMOUNT DUE 5J KRW2022200.00-(5)  
RECEIVED FROM - AGT #  
2XL8.2XL8\*AIR 0031/22MAR18 IOWVSC H  
>WPA5J

PSGR TYPE ADT - 01 운임규정조회

CXR	RES	DATE	FARE BASIS	NVB	NVA	BG
SEL						
MNL	5J	Y	15MAY Y		22MAR	
SEL	5J	Y	17MAY Y		22MAR	
FARE	KRW		940000			
TAX	KRW		28000BP KRW		11400LI	

TOTAL KRW 979400-(3)

ADT-01 Y

SEL 5J MNL431.46 5J SEL431.46NUC862.92END ROE1089.32056  
TKT/TL23MAR18/0231  
ATTN\*5J HAS NO TICKETING AGREEMENT-CHANGE VALIDATING CARRIER  
ATTN\*VALIDATING CARRIER SPECIFIED - 5J

PSGR TYPE CNN - 02 운임규정조회

CXR	RES	DATE	FARE BASIS	NVB	NVA	BG
SEL						
MNL	5J	Y	15MAY YCH		22MAR	
SEL	5J	Y	17MAY YCH		22MAR	
FARE	KRW		940000			
TAX	KRW		28000BP KRW		11400LI	

TOTAL KRW 979400-(4)

CNN-01 YCH

SEL 5J MNL431.46 5J SEL431.46NUC862.92END ROE1089.32056  
TKT/TL23MAR18/0231  
ATTN\*EACH CNN REQUIRES ACCOMPANYING SAME CABIN ADT  
ATTN\*5J HAS NO TICKETING AGREEMENT-CHANGE VALIDATING CARRIER  
ATTN\*VALIDATING CARRIER SPECIFIED - 5J

#### 2. Payment(발권)

① Entry : 30THS/5J OSAG 17322911 ( 17322911 : Pseudo IATA )

② Basic 발권

1.1KIM/MANSUMR 2.1SHIN/KYUNGMOONMR 3.1HONG/MEEKYUNGMS  
1 5J 187L 17JAN 3 ICNMNL HK3 0230 0550 SPM /AB5J\*BE9S3Q /E  
2 5J 188L 22JAN 1 MNLICN HK3 1710 2240 SPM /AB5J\*BE9S3Q /E  
TKT/TIME LIMIT  
1.TAW/  
PHONES  
1.SEL02-3455-0101 JAUTOUR / MS-T  
2.SEL0318295150-H  
3.SEL01090436378-M  
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY  
ITINERARY  
SECURITY INFO EXISTS \*P3D OR \*P4D TO DISPLAY  
GENERAL FACTS  
1.SSR ADTK 1B TO 5J ON/BEFORE 13JAN 0231Z OTHERWISE WILL BE XLD  
2.SSR OTHS 1B MOST FARES EXCL GOV FARES REQUIRE TKT WITHIN 24HRS  
3.SSR OTHS 1B ITIN CONFIRMED - MUST PROVIDE PAYMENT  
4.SSR OTHS 1B SUBJ CXL ON/BEFORE 13JAN 0231Z WITHOUT PAYMENT  
5.SSR OTHS 1B 5J AMOUNT DUE 5J KRW1349400.00  
9.SSR ADTK 1B TO 5J ON/BEFORE 13JAN 0231Z OTHERWISE WILL BE XLD  
10.SSR OTHS 1B MOST FARES EXCL GOV FARES REQUIRE TKT WITHIN 24HRS  
11.SSR OTHS 1B ITIN CONFIRMED - MUST PROVIDE PAYMENT  
12.SSR OTHS 1B SUBJ CXL ON/BEFORE 13JAN 0231Z WITHOUT PAYMENT  
13.SSR OTHS 1B 5J AMOUNT DUE 5J KRW1349400.00  
14.SSR OTHS YY 5J OSAG 17305120  
15.SSR OTHS 1B 5J DEBIT 1349400.00 PLUS 0.00 PFC PP TTL KRW1349400.00  
16.SSR OTHS 1B 5J AMOUNT DUE 5J KRW0.00  
17.SSR OTHS 1B 5J CONFO NBR BE9S3Q

③ 수하물 추가

```

18.SSR DBML 5J KK1 ICNMNL0187L17JAN
19.SSR DBML 5J KK1 MNLICN0188L22JAN
20.SSR OTHS 1B 5J SSR-DBML TTL PNR COUNT 002 ADDTL CHARGES KRW84000.00
21.SSR OTHS 1B 5J DEBIT 0.00 PLUS 0.00 PFC PP TTL KRW1349400.00
22.SSR OTHS 1B 5J INCL ADDTL CHARGES KRW84000.00 PNR TTL KRW1433400.00
23.SSR OTHS 1B 5J AMOUNT DUE 5J KRW84000.00
24.SSR OTHS YY 5J OSAG 17305120
25.SSR OTHS 1B 5J DEBIT 84000.00 PLUS 0.00 PFC PP TTL KRW1349400.00
26.SSR OTHS 1B 5J INCL ADDTL CHARGES KRW84000.00 PNR TTL KRW1433400.00
27.SSR OTHS 1B 5J AMOUNT DUE 5J KRW0.00
28.SSR OTHS 1B 5J CONFO NBR BE9S3Q
    
```

\* 1차 세이버 구입 후, Upgrade 처리는 Skypartner 에서 처리

④ 필리핀 국내선

```

< PNR - JVHVXB >
1.1HUR/HYOSUN MS
1 5J 581Y 15MAY 2 MNLCEB HK1 1340 1510 SPM /AB5J*L8UCXY /E
2 5J 566Y 20MAY 7 CEBMNL HK1 1330 1455 SPM /AB5J*L8UCXY /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.SELT*82233334444 CEB TRAVEL MR KIM/KISEOK
2.SELM*821033334444 PAX MR KANG/YOONHO
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
GENERAL FACTS
1.SSR OTHS YY T CTC 82233334444 CEB TRAVEL MR KIM/KISEOK
2.SSR OTHS YY PAX CTC 821033334444 PAX MR KANG/YOONHO
3.SSR AVML 5J HK1 MNLCEB0581Y15MAY
4.SSR AVML 5J HK1 CEBMNL0566Y20MAY
5.SSR OTHS 1B 5J SSR-AVML TTL PNR COUNT 002 ADDTL CHARGES PHP
515.20
6.SSR ADTK 1B TO 5J ON/BEFORE 29MAR 1809Z OTHERWISE WILL BE X
LD
7.SSR OTHS 1B MOST FARES EXCL GOV FARES REQUIRE TKT WITHIN 24
HRS
8.SSR OTHS 1B ITIN CONFIRMED - MUST PROVIDE PAYMENT
9.SSR OTHS 1B SUBJ CXL ON/BEFORE 29MAR 1809Z WITHOUT PAYMENT
10.SSR OTHS 1B 5J AMOUNT DUE 5J PHP18723.96
RECEIVED FROM - AGT
2XL8.2XL8*AIR 0109/29MAR18 JVHVXB H
    
```

```

>DC#PHP18723.96/KRW
RATE BSR 1PHP - 20.51998193 KRW
KRW 384215.3 TRUNCATED
KRW 384300 ROUNDED UP TO NEXT 100 - FARES
KRW 384300 ROUNDED UP TO NEXT 100 - TAXES
    
```

⑤ 항공권(Itinerary) 전송

- 세이버 여정표 전송 (항공사 PNR/일정/승객명으로 항공사 항공권과 동일한 효력)



- Skypartner 에서 항공사 항공권 전송 (Manage Booking --> View Itinerary)



#### IV. 날짜/여정 변경

1. PNR DIVIDE 가능
2. 날짜/여정 변경 가능
  - ① 세이버/SkyPartner 모두 가능하나, SkyPartner 권유(정확한 추가금액 확인 가능)
  - ② 재 발행 절차 없이 ADC OSAG 지불하면 자동으로 Billing 에 EXCHANGED 로 반영됨
  - ③ **최종 저장(EOT) 전에 신규 노선 및 Ancillaries 예약해야 Rebooking 가능**
  - ④ **세이버 진행 시, 요금차액+수수료 수동계산 & 예약과 동시에 발권 처리 - 예약발권문의 요망**

Retrieve PNR in Sabre	*ABC123
Cancel segment	X1
Check Availability	A16MAYICNMNL#5J
Sell new flight	N1Y1
Transfer pre-paid baggage	3AVML1-2.1
Add BSP payment (발권)	3OTHS/5J OSAG 17300054
<b>Receive from</b>	<b>6KANG</b>
<b>EOT and redisplay PNR</b>	<b>ER</b>
Payment done	5J AMOUNT DUE 5J KRWO

#### V. 취소/환불

1. SkyPartner 취소 : 환불금액 확인 후 취소 진행 --> 취소일 당일 BSP REFUND BILLING 반영
  2. 세이버 취소 : 지사 문의 (\*긴급 시, 우선 취소)
- \*세이버 취소/EOT 후 SSR 사항에서 아래 메시지 확인 가능 (TTYMessage)

```
TTYMessage
(1)HDQRM1B
.HDQRM5J 120439
(2)HDQ1B TGUKBA
HDQ5J OCD17Z
1JANG/MIYOUNG MS
5J187V09FEB ICMNML HX1
5J188G15FEB MNLICN HX1
SSR OTHS 1B 5J INCL ADDTL CHARGES KRW140000.00 PNR TTL KRW140000.00
SSR OTHS 1B FLTS CXLD/MAY USE CREDIT OF KRW169900.00 ON FUTURE TRAVEL
SSR OTHS 1B /// ON 5J
(3)
```

3. **취소 금지 예약 : 환불 불가 조건의 항공권, No-show 구간이 포함된 항공권, IROP 항공권 --> 지사 문의**
4. 문의 메신저 : 허효선 실장 (NateOn 메신저 : hyosunny96@nate.com)

#### VI. SkyPartner

1. SkyPartner 란? 언제 어디서나 웹에서 예약/발권 가능한 세부퍼시픽 대리점 전용 시스템
2. Link : <https://partners.cebupacificair.com>
3. 이용 가능 항목
  - ① 항공사의 Seat Availability 실시간 확인/예약/ **BSP 발권 가능**
  - ② **항공편 탑승 여부 확인 가능**
  - ③ 한국출발 특가 운임 사용 가능 (Unified fare)
  - ④ 항공사 항공권 직접 전송 및 사용 여부 조회
  - ⑤ 날짜 및 여정 변경
  - ⑥ 취소/환불 처리
  - ⑦ 사전지불 수속수하물 Upgrade, 사전지불 기내식, 사전지불 좌석지정 등의 기타 서비스 사항 예약/지불 가능
  - ⑧ **세이버 발권 후, SkyPartner에서 추가 작업이 있는 경우, 다음 모든 처리는 SkyPartner 를 통해서만 가능함**
4. SkyPartner 예약/발권 자료 - [예약발권]참조

① Skypartner 좌석지정/기내식 구입

The screenshot shows the Cebu Pacific website interface. At the top, there are navigation tabs: "Book a Trip", "Check-In", "Manage Booking", and "Flight Status". Below these, there are sections for "MY BOOKING" (listing options like All Bookings, View Itinerary, etc.), "PURCHASE ADD-ONS" (listing Add Baggage, Reserve or change seats, Get Travel Insurance, etc.), and "ACCOUNT INFORMATION".

The main booking area includes fields for "Origin" and "Destination", "Departure" and "Return" dates, and "Number of Adults" (1) and "Children" (0). There are also options for "Meal Preference" and "Seat Selection".

Under "Meal Preference", there are several meal options with images and descriptions:
 

- Chicken Teriyaki**: Chicken in lemon green sauce, served with steamed rice and sautéed vegetables.
- Beefy Biscuits**: Fried Biscuits (with chili) in tomato style sauce, served with cornbread, and red and green beans, served with steamed rice.
- Braised Beef with Gravy**: Beef with a special blend of herbs, served with tomato corn and cabbage, served with steamed rice.
- Pork & Onions**: Pork chops in sautéed tomato sauce, topped with cheese.
- Chicken Tandori Wrap**: Tandori chicken in burrito bread, with lettuce.

The "Reserve Seats" section shows a seat map for the flight MNL - SIN. The map displays rows 1 through 12 and columns A through F. Seats 1A, 1B, 1C, 2A, 2B, 2C, 3A, 3B, 3C, 4A, 4B, 4C, 5A, 5B, 5C, 6A, 6B, 6C, 7A, 7B, 7C, 8A, 8B, 8C, 9A, 9B, 9C, 10A, 10B, 10C, 11A, 11B, 11C, 12A, 12B, 12C are shown. Seats 1A, 1B, 1C, 2A, 2B, 2C, 3A, 3B, 3C, 4A, 4B, 4C, 5A, 5B, 5C, 6A, 6B, 6C, 7A, 7B, 7C, 8A, 8B, 8C, 9A, 9B, 9C, 10A, 10B, 10C, 11A, 11B, 11C, 12A, 12B, 12C are shown. Seats 1A, 1B, 1C, 2A, 2B, 2C, 3A, 3B, 3C, 4A, 4B, 4C, 5A, 5B, 5C, 6A, 6B, 6C, 7A, 7B, 7C, 8A, 8B, 8C, 9A, 9B, 9C, 10A, 10B, 10C, 11A, 11B, 11C, 12A, 12B, 12C are shown. Seats 1A, 1B, 1C, 2A, 2B, 2C, 3A, 3B, 3C, 4A, 4B, 4C, 5A, 5B, 5C, 6A, 6B, 6C, 7A, 7B, 7C, 8A, 8B, 8C, 9A, 9B, 9C, 10A, 10B, 10C, 11A, 11B, 11C, 12A, 12B, 12C are shown.

② SkyPartner BSP Payment(발권) : Organization Code 항목에 5J등록된 IATA CODE 입력

The screenshot shows the "Agency Credit" payment form. It includes the following fields and values:

- Agency Credit
- Pay through using your agency's credit account.
- Credit available: **KRW 924,754,150**
- Organization Code: **17322911**
- Agent Name: **PSAR-P-RON-NUKNEW JC**
- Amount to spend: **KRW 1,736,000**
- Amount to be deducted from Agency Credit: **KRW 1,736,000.00**
- CONTINUE** button

③ 탑승 여부 확인

- 5J는 ET Database가 세이버에 저장되지 않으므로 세이버에서 ET Coupon status 확인은 안됩니다.
- 세이버 BSP 발권 분도, 아래 SKYPARTNER 의 View History 에서 항공권 사용 여부 확인 가능합니다.

Here are your Current Bookings

Booking Details	Departure	Return	Guest(s)	Actions
Reference No: JG1S4K Booked/ Jun. 13, 2018 Status: Confirmed	MNL — CEB Jun. 13, 2018 5J 565	CEB — MNL Jun. 19, 2018 5J 554	1. MR HANS TEST	<a href="#">Manage</a> <a href="#">Update Guest Details</a> <a href="#">Add Comment</a> <a href="#">View History</a>

Review your history

History Entries

Reference No: JG1S4K [Manage](#)

Timestamp	History Entry	Details	Caller
06/13/2018 10:59 AM	Assign Seat	AS 13Jun18 MNL-CEB 565 Y 25E HANS TEST	Agent: SEATPRT
06/13/2018 10:59 AM	Assign Seat	AS 13Jun18 MNL-CEB 565 Y 25F MELAI TEST	Agent: SEATPRT
06/13/2018 10:59 AM	Assign Seat	AS 13Jun18 MNL-CEB 565 Y 25G AMELA TEST	Agent: SEATPRT
06/13/2018 11:10 AM	Checkin	CI 13Jun18 MNLCEB 1125/1250 # 5J 565 Seat:25G Seq:1 TEST/AMELA	Agent: RDP0611
06/13/2018 11:10 AM	Print Boarding Pass	BP 13Jun18 MNLCEB 1125/1250 # 5J 565 Seat:25G Seq:1 TEST/AMELA	Agent: RDP0611
06/13/2018 11:10 AM	Checkin	CI 13Jun18 MNLCEB 1125/1250 # 5J 565 Seat:25E Seq:2 TEST/HANS	Agent: RDP0611
06/13/2018 11:10 AM	Print Boarding Pass	BP 13Jun18 MNLCEB 1125/1250 # 5J 565 Seat:25E Seq:2 TEST/HANS	Agent: RDP0611
06/13/2018 11:10 AM	Checkin	CI 13Jun18 MNLCEB 1125/1250 # 5J 565 Seat:25F Seq:3 TEST/MELAI	Agent: RDP0611
06/13/2018 11:10 AM	Print Boarding Pass	BP 13Jun18 MNLCEB 1125/1250 # 5J 565 Seat:25F Seq:3 TEST/MELAI	Agent: RDP0611
06/13/2018 11:11 AM	Boarded Passenger	BD 13Jun18 MNLCEB 1125/1250 # 5J 565 Seat:25G Seq:1 TEST/AMELA	Agent: RDP0611
06/13/2018 11:11 AM	Boarded Passenger	BD 13Jun18 MNLCEB 1125/1250 # 5J 565 Seat:25E Seq:2 TEST/HANS	Agent: RDP0611

VII. Ancillary fees 추가 (사전지불수수하물, 사전지불기내식, 사전지불좌석지정)

1. 세이버 예약/지불 : '사전구입수수하물' 만 예약/지불 가능 - BSP 정산
2. Skypartner 에서 예약/지불 : BSP 정산
3. [www.cebupacificair.com](http://www.cebupacificair.com) 에서 승객이 직접 예약/지불 : VI/MC 결제 가능/해외거래
4. 한국 내 공식 판매점을 통한 예약/지불 (T.1522-9960) : 처리 수수료 추가
5. 세부퍼시픽 공식 CALL CENTER (한국어 가능) : 02-6105-2037 (08:00-18:00 월-일)

VIII. 기타처리

1. MINOR SPELL CHANGE : 발음 동일하나 약간의 spell이 상이한 경우
  - ① 공식판매점(1522-9960)을 통한 처리 : 수수료 KRW10,000/1인, 1PNR
  - ② WEB 신청(무료) : [www.cebupacificair.com](http://www.cebupacificair.com) --> 문의처(Contact us) --> 고객 피드백 양식(Guest Feedback Form) 무료 처리 가능

The screenshot shows the Cebu Pacific website interface. At the top, there is a search bar and navigation links. Below that, there are links for '문의처' (Contact Us) and '고객 관리' (Customer Management). The '고객 피드백 양식' (Guest Feedback Form) is highlighted. The form includes a 'Feedback Category' dropdown menu, which is currently open, showing various options such as '수하물' (Baggage), '항공권 취소/변경/사실' (Ticket Change/Cancel/Status), and '비승인항공사' (Unauthorized Airline). The 'Feedback Content' field is also visible.

## IX. 5J Customized Sales Report

1. link : <https://5japp.cebupacificair.com/BSP/>
2. SkyPartner 와 동일한 ID/PW 로 발권 다음날 조회 (GDS/Airline PNR확인, 발권일 익일 03:00~1년 조회 가능)
3. Sabre + Skypartner 에서 발권된 내역 합산 확인 가능
  - ① Sabre 발권 : 5J PNR + GDS PNR
  - ② Skypartner 발권 : 5J PNR + NO GDS PNR
4. 적용 항목
  - ① FARE : 운임 + 각종서비스수수료(수속수수료, 기내식, 좌석지정 등) + LI TAX 의 일부 금액 LPV TAX
  - ② TAX : IATA 항공세금 별도 구분됨
5. 당일 VOID 불가
6. 조회하기

PaymentDate	VirtualTicket	OriginalTicket	CurrencyCode	TicketAmount	BankAmount	TaxAmount	TaxCode	FeeStatus	Route	SPR Ratio
03/19/2018	218001121		PHP	28000.00	28000.00	2800.00	BP	ISSUANCE	ICN-JED-CH	5.4%
03/19/2018	218001122		PHP	28000.00	28000.00	2800.00	BP	ISSUANCE	ICN-JED-CH	5.4%

## X. 5J BSP billing statement : 기존 BSP 발권 동일 (발권일 기준 적용)