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密 **级** 公开
CONFIDENTIALITY

关于修订并下发《西部航空旅客证件打印规范及付费变更操作规定》的通知

Notification on the West Air passenger ID printing specifications and payment

change operation regulations has stipulate

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通告类型 TYPE	■阅知 Read ■落实 Implement □传达 Convey □反馈 Reply		联系人 CONTACT	尹先宇 Yin Xianyu
发布范围 SCOPE OF ISSUANCE	主送 TO	西部航空呼叫中心 Call Center 西部航空直属柜台 Ticket Counter		
	抄送 CC	西部航空财务部 Financial Department		
通告内容 CONTENT	<p>为规范西部航空旅客证件打印规范及付费变更流程，现重新修订并下发《西部航空旅客证件打印规范及付费变更操作规定》，同时废止原下发 PN-IDD-D&I-2017-010《西部航空旅客证件打印规范及付费变更操作规定》文件。</p> <p>请各单位遵照执行。</p> <p>一、操作规定</p> <p>客票中的旅客证件号码与旅客有效乘机身份证件上号码不一致，可以申请付费变更一次：有效证件之间可以付费变更，如身份证可变更为军官证或者护照；过期的证件号可以付费变更为有效的证件号；多人身份证号码顺序输错可以调换，比如 A 旅客跟 B 旅客的身份证号</p>			

码输反了，费用按照涉及旅客人数收取；国际航线中证件号后面的性别、有效期等其它标注信息均属于证件号变更范围，国内航线收费标准为：40 元/次，国际航线可免费变更一次，第二次变更收费标准为：RMB150 元/次。

二、适用范围

(一) 适用航班：西部航空所有国内、国际航班，西部航空为市场方的代码共享航班除外。

(二) 适用客票类型：在客票有效期内，电子客票状态必须为 OPEN FOR USE。

三、产品变更规定

(一) 任何涉及证件号码变更的操作必须取得旅客本人同意后方可变更。

(二) 来回程客票，必须按顺序使用，方可变更。如回程客票已使用，去程不得变更。

(三) 符合变更要求的证件号码有且只有一次付费变更机会，若证件号码变更后旅客再次提出变更，该客票按自愿退票处理。

(四) 两个航段出在同一个票号中的，证件号码变更按一次进行收费。

(五) 证件号码和姓名只能变更一个，若证件号码和姓名同时出错，则该客票按自愿退票处理。

(六) 任何故意换人的旅客证件变更，原则上一律按自愿退票处理。如为积极响应民航总局“真情服务”相关要求，以解决问题保障旅客为第一要务，为现场旅客提供更多人性化服务，有效提升现场服务质量，如需通过偏离操作为旅客提供证件变更操作，须遵照西部航销

〔2017〕314 号《西部航空市场销售部一线员工授权管理规定(修订)》执行（如后期文件发生变更，以最新下发的规定为准）。证件变更偏离操作占用偏离操作总额度的计算方式为：客票自愿退票费-证件付费变更费。

四、变更流程

（一）各销售代理企业及西部航空双向合作柜台：

各销售代理企业及西部航空双向合作柜台不能变更旅客证件号码，一经查实，将按 RMB500 元罚款。各销售代理企业及西部航空双向合作柜台有义务协助及告知旅客至有权限变更的单位进行变更。

（二）西部航空呼叫中心、西部航空直属售票处、西部航空合办售票处及境外合作代理人：

1.仔细核实证件号码变更情况，在符合变更条件的情况下，国内航线收取 40 元，国际航线可免费变更一次，国际航线第二次变更收取 RMB150 元的证件号码变更费；

2.在旅客订票票号中 XE 掉证件号码项；

3.重新输入正确的证件号码项。

4.航班起飞前一个小时（含）以内，工作人员可视实际情况的可操作性办理该项业务。在办理该业务之前相关工作人员需提醒旅客如因操作时间不足导致证件号码变更不成功造成误机，西部航空不承担任何责任，并需在征得旅客同意上述条款后方可进行证件号码变更操作。若在此过程中出现非工作人员原因导致的旅客误机，工作人员不承担任何责任，但需向西部航空创发部产品责任人提供相关证明材料备案。

五、监控与处罚

西部航空市场部收益中心品质分析将会定期或不定期对旅客身份证更改情况进行抽查，并对违规人员给予如下处罚：

1.各销售代理企业及西部航空双向合作柜台违规变更旅客证件号码，处以 RMB500 元罚款。

2.如呼叫中心或直属售票处、西部航空合办售票处及境外合作代理人相关工作人员存在业务操作不当，按照各业务口工作差错相关规定进行处理。

本文件自下发之日起生效，原 PN-IDD-D&I-2017-010《西部航空旅客证件打印规范及付费变更操作规定》的通知同时废止。

特此通知

附件：《西部航空“证件号码变更”记录》

	《西部航空“证件号码变更”记录》				
	客票来源	旅客证件号码	错误证件号码	更改后证件号码	代理费
	代理人	张三	*****	*****	
	官网	李四	*****	*****	
	呼叫中心				
	西部航空直属柜台				
	西部航空代理柜台				
	OTA				

In order to regulate the western aviation passenger print documents and payment specification change process, we revised and issued the "WestAir passenger certificate printing specifications and payment change operation regulations" shall be repealed at the same time, the original PN-IDD-D&I-2017-010 issued the "WestAir passenger certificate printing specifications and payment change operation regulations" file.

Please comply with the implementation of units.

I. operating regulations

Passenger ticket and ID number in the effective opportunity identification certificate number is not the same, can apply for a valid certificate: pay change between can pay changes, such as ID card or passport can be changed to officers; expired ID number can change to pay effective certificate; many people order ID number wrong in exchange, such as A and B passenger passenger transport anti ID number, the number of visitors to collect fees in accordance with international routes; behind the identification number of sex, the validity of other annotation information belong to the certificate number change range, domestic airline charges are: 40 yuan / times, international routes can free change a second, change the charge standard: 150 yuan / times.

Two, scope of application

1. Applicable flights: all WestAir, domestic and international flights, and WestAir are the market side, except for code sharing flights.

Two, applicable ticket type: in the ticket validity period, the

electronic ticket status must be OPEN, FOR, USE.

Three. Product change regulation

Any operation relating to the change of the number of the document must be subject to the consent of the passenger.

Secondly, the return ticket must be used in order before changing. If the return ticket has been used, the journey shall not be changed.

Three, the number of documents required to meet the change requirements, and only one chance to pay change, if the number of documents change, the passenger re proposed changes, the ticket voluntary refund.

The 42 leg in the same place in the document number change according to charging time.

Five, ID number and name can only change one, if the certificate number and name at the same time, the ticket is voluntary refund.

Six any intentional change of passenger documents, in principle, are voluntary refund. As for the positive response of the Civil Aviation Administration of "sincere service" requirements, in order to solve the problem of the protection of passengers as the first priority, to provide more personalized services for site visitors, effectively enhance the quality of service required by the scene, such as the deviation from the operation document change operation for the passenger, must comply with the WestAir pin 2017 No. 314 "staff of western aviation market the sales department first authorized management regulations (Amendment)" execution (such as late file changes, as specified in the latest issued date). The

calculation of the change of the certificate from the operation and the total amount of departure from the operation shall be counted as follows: the voluntary refund fee of the passenger ticket - the payment fee for the change of the document.

Four, change process

One, sales agents and WestAir two-way cooperation counters:

Each sales agent and WestAir two-way cooperation counter can not change the number of passenger documents, once verified, will be fined RMB500 yuan. Each of the sales agents and the WestAir two-way cooperation counter has the obligation to assist and inform the passengers to make changes to the units with the right to change.

Two West Airlines call center, ticket office directly under the West Airlines, West Airlines joint ticket office and overseas cooperative agent:

1., carefully verify the document number change, in accordance with the conditions of change, the domestic routes received 40 yuan, second times the international routes change 150 yuan certificate number change fees;

In 2. passengers booking XE certificate number off a ticket;

3. reenter the correct document number.

The flight took off an hour before (inclusive), handle the business staff actual visual operability. Before handling the business staff to remind passengers as a result of the operation time due to insufficient ID number of unsuccessful changes caused by machine, WestAir does not assume any responsibility, and with the consent of passengers agree to the

	<p>above terms can be used only for the document number change operation. If there is no staff in the process of causing passengers to miss the aircraft, the staff does not assume any responsibility, but need to West aviation department responsible for product development personnel to provide relevant evidence for the record.</p> <p>Five, monitoring and punishment</p> <p>The quality analysis of the revenue center of the WestAir market will check the change of the passenger identity card regularly or irregularly, and give the following penalties to the violators:</p> <p>1., sales agents and WestAir two-way cooperation counter, illegal change passenger identification number, fined RMB500 yuan.</p> <p>2., such as the call center or directly under the ticket office, the West Airlines joint ticket office and overseas cooperative agents related staff exist improper business operations, in accordance with the work of all business mistakes related regulations.</p> <p>This document shall come into force as of the date of issue, and the notice of the original PN-IDD-D&I-2017-010 printing specification for the Western air passenger documents and the regulations for the operation of fee change shall be repealed at the same time.</p>
<p>注意事项 NOTES</p>	