

代理人操作退票指南：

1. 国内退票指令（手动）：TRFD:A/打票机号/D
2. 国际退票指令（手动）：TRFD:A/打票机号/I

具体步骤：

1) 调出电子退票空单，填入票号、票价、税费，并在 PASSENGER NAME 填入“2020OIB013”

(注：国内定额代理费写在“Commission Amount”其中“Commitment”放空不填)

2) 计算出退款金额后，请将光标移至最底右下方，执行 12，生成退款金额。

3) 生成退票退款单：在完成第二步前提下，请将光标移至最底右下角并输入“E”，再执行 F12,直接生成退票退款号。如下图示：

▶TRFD:A/2/I
 TRFU: AIRLINE/BSP TICKET REFUND INFORMATION FORM

Rfd Number:0 Refund Type: INTERNATIONAL Device-ID: 2
 Date/Time: 22JAN20/1650 Agent: 14582 IATA: 08320222 Office:SHA 274

Airline Code: 731 Ticket No.: ^{航段序号} Check:
 Conjunction No.: 1 Coupon No.: 1:0000 2:0000 3:0000 4:0000
 Passenger Name: 20200IB013
 Gross Refund: ^{票价} Payment Form: CASH Currency Code: CNY-2

	SN	CD	AMOUNT	(SN-sequence number ; CD-tax code)	ET-(Y/N): Y			
T	1			2	3	4		
	5			6	7	8		
	9			10	11	12		
A	13			14	15	16		
	17			18	19	20		
	21			22	23	24		
X	25			26	27			

Commission Amount:
 Commitment: % ^{国内退程手续费} Other Deduction: RMK:
 Net Refund: ^{放空} ^{无手续费} Credit Card:

P(Print) C(Copy) S(Save) D(Delete) I/F3(Igno) R/F4(REF) E/F5(Exit)

注意以红色信息填写完整
 请将光标移至右下方,执行
 F12 计算出退款金额

TRFU: AIRLINE/BSP TICKET REFUND INFORMATION FORM

Rfd Number:0 Refund Type: INTERNATIONAL Device-ID: 2
 Date/Time: 22JAN20/1653 Agent: 14582 IATA: 08320222 Office:SHA 274

Airline Code: 731 Ticket No.: 5581925001 - 1925001 Check:
 Conjunction No.: 1 Coupon No.: 1:1200 2:0000 3:0000 4:0000
 Passenger Name: 20200IB013
 Gross Refund: 1960.00 Payment Form: CASH Currency Code: CNY-2

	SN	CD	AMOUNT	(SN-sequence number ; CD-tax code)	ET-(Y/N): Y	
T	1	CA	138.00	2 SQ 106.00	3 XG 6.00	4 CN 50.00
	5	YQ	29.00	6 YR 692.00	7	8
	9			10	11	12
A	13			14	15	16
	17			18	19	20
	21			22	23	24
X	25			26	27	

Commission Amount:
 Commitment: % Other Deduction: RMK:
 Net Refund: 2981.00 CNY Credit Card:

P(Print) C(Copy) S(Save) D(Delete) I/F3(Igno) R/F4(REF) E/F5(Exit) E

TRFU: AIRLINE/BSP TICKET REFUND INFORMATION FORM

P(Print) C(Copy) S(Save) D(Delete) I/F3(Igno) R/F4(REF) E/F5(Exit) E
 TRFU: AIRLINE/BSP TICKET REFUND INFORMATION FORM

Rfd Number:500016054 Refund Type: INTERNATIONAL Device-ID: 2
 Date/Time: 22JAN20/1653 Agent: 14582 IATA: 08320222 Office:SHA 274

Airline Code: 731 Ticket No.: 5581925001 - 1925001 Check:
 Conjunction No.: 1 Coupon No.: 1:1200 2:0000 3:0000 4:0000
 Passenger Name: 20200IB013
 Gross Refund: 1960.00 Payment Form: CASH Currency Code: CNY-2

	SN	CD	AMOUNT	(SN-sequence number ; CD-tax code)	ET-(Y/N): Y	
T	1	CA	138.00	2 SQ 106.00	3 XG 6.00	4 CN 50.00
	5	YQ	29.00	6 YR 692.00	7	8
	9			10	11	12
A	13			14	15	16
	17			18	19	20
	21			22	23	24
X	25			26	27	

Commission Amount:
 Commitment: % Other Deduction: RMK:
 Net Refund: 2981.00 CNY Credit Card:

P(Print) C(Copy) S(Save) D(Delete) I/F3(Igno) R/F4(REF) E/F5(Exit)

UPDATE RE:UND: 500016054 , ▶TRFD 2 /I/500016054 --> ET P: DO:▶TSL 2