

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。如下图所示：

▶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 | | | | |
| | 5 | | | | |
| | 9 | | | | |
| A | 13 | | | | |
| | 17 | | | | |
| | 21 | | | | |
| X | 25 | | | | |

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 <u> </u> 8 <u> </u> | |
| | 9 | | | 11 <u> </u> 12 <u> </u> | |
| A | 13 | | | 15 <u> </u> 16 <u> </u> | |
| | 17 | | | 19 <u> </u> 20 <u> </u> | |
| | 21 | | | 23 <u> </u> 24 <u> </u> | |
| X | 25 | | | 27 <u> </u> | |

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 <u> </u> 8 <u> </u> | |
| | 9 | | | 11 <u> </u> 12 <u> </u> | |
| A | 13 | | | 15 <u> </u> 16 <u> </u> | |
| | 17 | | | 19 <u> </u> 20 <u> </u> | |
| | 21 | | | 23 <u> </u> 24 <u> </u> | |
| X | 25 | | | 27 <u> </u> | |

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