

## 介于目前代理人系统退票权限关闭,在此特殊时期,我司本月只受理旅行日期在 31MAY20 前的机票退票

Because agent unable to refund in GDS(ETERM) TG only accept travel date before/on 31MAY20 ticket refund within April20.

### 1. 正常情况退票 Voluntary refund

退票规则按原票价规定执行的情况直接在 ASD 递交退票申请

Agent apply from ASD according to ticket rules

### 2. 任何非自愿退票 involuntary refund

- 乘坐航班的旅行日期为 4 月 1 日-5 月 31 日之间, 请直接在 ASD 递交退票申请

Flight departure travel between 1APR-31MAY20, apply from ASD directly.

- 其他原因需要申请非自愿退票, 需要先邮件提交 BSP 申请单, 等收到航司授权邮件后, 再到 ASD 系统提交退票申请.

Involuntary refund due some special reason, please email to us and submit BSP form, after receive TG approval email, please submit refund from ASD and wait for refund.

## ASD 系统申请退票流程 Refund procedures

- 一、登录 ASD 网址自行提交退款 log in ASD Website and apply for refund

网址: <https://www.iata-asd.com/>

- 二、填写后, 各代理每天由专人总结发送一次退票申请至各站预订部邮箱中, 等待审核

Agent send refund request email to [bjshftg@thaairways.com.cn](mailto:bjshftg@thaairways.com.cn) every day one time after submission.

申请退票表格如下 Refund application form as below

申请日期	票号	退票单号	IATA 号	退票张数	机票金额	税金	合计	退票费	退款金额
14-Apr	217- XXXXXXX	22000XXXXX	083XXXXX	2	2100	657	5514	1000	3514

请务必认真填写退票申请并邮件告知退票单号，如未收到确认回复的邮件，请再次发邮件告知。

Please send you refund application and inform us refund reference number, if you didn't receive our reply email, please send email again.

北京：reservation.bjs@thaiairways.com.cn

上海：reservation.sha@thaiairways.com.cn

广州：reservation.can@thaiairways.com.cn

成都：reservation.ctu@thaiairways.com.cn

厦门：reservation.xmn@thaiairways.com.cn

昆明：reservation.kmg@thaiairways.com.cn



退票申请表.xlsx

2020 年 4 月 13 日