



阿联酋航空公司 (EK) 关于代理人通过 IATA-ASD 系统提交退票申请的填写要求

文件编号: BJS27NT200522



尊敬的代理人，旅行社同行：

自 3 月 24 日起，阿联酋航空公司按照国际航协建议，避免重复退票，代理人输入退票金额有误等情况，紧急暂停所有 GDS 退票渠道。所有退票均由代理人通过 IATA-ASD 系统中的 Refund Application 功能进行退票，继而由 EK 总部统一进行操作。

为了更加快捷有效的处理退票申请，希望代理人在今后的操作中按照如下要求规范填写提交 RA，感谢您的配合！

1. **Passenger Name:** 务必填写，不要空白。
2. **Gross fare:** 只填 Fare 的金额， 而不是加上 Tax 的总金额。
3. **ISO/Tax:** 不能只填 XT，要填写每一种 Tax 的分项金额。
4. 必须根据原票填写正确的付款方式。
5. 如果已提交的申请可以修改，请自行到 ASD 系统按照以上要求进行修改。

下图为两张不规范 RA 填写示例：



Document For Refund					Original Issue Details																																	
Airline	Form and Serial No. *	Cpns	Waiver Code	Date of Issue *	Airline Serial No.																																	
1763398410848	1 2 3 4	1 2 3 4		2020/03/12	Local Name																																	
ONU	1 2 3 4	1 2 3 4			English Name																																	
ONU	1 2 3 4	1 2 3 4			Issuing Agent																																	
ONU	1 2 3 4	1 2 3 4			Local Name																																	
ONU	1 2 3 4	1 2 3 4			English Name																																	
ONU	1 2 3 4	1 2 3 4			Date																																	
ONU	1 2 3 4	1 2 3 4			Place(city code)																																	
Passenger Name Passenger Details Partial Refund Net Remit Tour Code Customer Ref					Calculation Currency: CN¥ <table border="1"> <tr><td>Gross Fare</td><td>3,463.00</td></tr> <tr><td>Less Gross Fare Used</td><td>0.00</td></tr> <tr><td>Total Gross Fare Refunded</td><td>3,463.00</td></tr> <tr><td>Commission Collected</td><td>0.00</td></tr> <tr><td>Discount Amount</td><td>0.00</td></tr> <tr><td>Iso/Tax</td><td>0.00</td></tr> <tr><td>Iso/Tax</td><td>0.00</td></tr> <tr><td>Iso/Tax</td><td>0.00</td></tr> <tr><td>Iso/Tax</td><td>0.00</td></tr> <tr><td>Iso/Tax</td><td>0.00</td></tr> <tr><td>Iso/Tax</td><td>0.00</td></tr> <tr><td>Iso/Tax</td><td>0.00</td></tr> <tr><td>Cancellation Penalty</td><td>CP 0.00</td></tr> <tr><td>Commission on CP</td><td>0.00</td></tr> <tr><td>Tax on CP</td><td>0.00</td></tr> <tr><td>Tax on MF</td><td>0.00</td></tr> </table>		Gross Fare	3,463.00	Less Gross Fare Used	0.00	Total Gross Fare Refunded	3,463.00	Commission Collected	0.00	Discount Amount	0.00	Iso/Tax	0.00	Iso/Tax	0.00	Iso/Tax	0.00	Iso/Tax	0.00	Iso/Tax	0.00	Iso/Tax	0.00	Iso/Tax	0.00	Cancellation Penalty	CP 0.00	Commission on CP	0.00	Tax on CP	0.00	Tax on MF	0.00
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Cancellation Penalty	CP 0.00																																					
Commission on CP	0.00																																					
Tax on CP	0.00																																					
Tax on MF	0.00																																					
Reason For Refund * -Please Select- REFUND																																						
Payment Form Cash ☒ CC ☐ Cash Amount: 3,463.00 Sub total credit: 0.00 Total Cash & Credit: 3,463.00																																						
Credit Type Sub total credit: 0.00 Total Cash & Credit: 3,463.00																																						

Document For Refund					Original Issue Details	
Airline	Form and Serial No. *	Cpna	Waiver Code	Date of Issue *	Airline Serial No.	
170	3398410847	1 2 3 4		2020/03/12	Local Name	
CN		1 2 3 4			English Name	
CN		1 2 3 4			Issuing Agent	
CN		1 2 3 4			Local Name	
CN		1 2 3 4			English Name	
CN		1 2 3 4			Date	
CN		1 2 3 4			Place(city code)	
Passenger Name Passenger Details Partial Refund Net Remit Tour Code Customer Ref					Calculation Currency: CNY	
Reason For Refund *					Gross Fare 2,950.00 Less Gross Fare Used 0.00 Total Gross Fare Refunded 2,950.00 Commission Comm % 0.00 Discount Amount 0.00 Net Tax 13.00 Net Tax 0.00 Net Tax 0.00 Net Tax 0.00 Net Tax 0.00 Net Tax 0.00 Net Tax 0.00 Cancellation Penalty CP 0.00 Commission on CP 0.00 Tax on CP 0.00 Tax on MF 0.00	
REFUND -Please Select- REFUND						
Payment Form Cash ☒ CC ☐ Cash Amount 3,463.00 Credit Type Sub total credit 0.00 Total Cash & Credit 3,463.00						

阿联酋航空公司北京办事处

中国客服中心: 400 8822 380

网址 : www.emirates.cn & www.emiratesagents.com

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