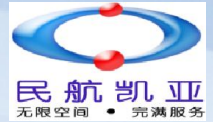


外航退票流程

外航电子客票退票流程：

- 1、查看票面是否OPEN FOR USE
- 2、TRFD打开退票表单，填写价格(国际航段只能手工填单)
- 3、ETRF指令，把票号手工改状态为“REFUND”
(否则TSL报表显示退票失败)
- 4、查看票面
- 5、查看TSL是否正常

电子客票退票



GROSS REFUND = 原始票款金额 - 已用航段金额

NET REFUND = GROSS REFUND + TAX AMOUNT

-LESS COMMISSION * GROSS REFUND

- OTHER DEDUCTION

电子客票退票常用指令

◆ 一、自动生成退票单

TRFD:AM/1/I

二、票号提取退票界面 提取退票界面

TRFD:TM/1/I/票号



TRFD:M/1/I/退票单号



退票成功后用于修改、
查看、删除退票。

三、ETRF:航段号/票号/prnt/台数

OPEN 变 REFUND

ETRF:航段号/票号/prnt/台数/OPEN REFUND 变 OPEN

四、TSL:R/台数

(查看当天退票明细)

退票流程:

1、提票面，查看票面状态

```
▶DETR:TN/297-5411516628,AIR/CI
ISSUED BY: CHINA AIRLINES          ORG/DST: HKG/HKG          BSP-I
E/R: NONEND/NONRER/NO PARTIAL RFD  VLD0-14D
TOUR CODE: 4P142
PASSENGER: HOU/TZUHUNG
EXCH:                                CONJ TKT:
O FM:1HKG CI      7868  H 13JUL 1135 OK BEE2M          /31DEC4 20K OPEN FOR USE
      RL:KJR3F8   /JEM03F1E
O TO:2TNN CI      7867  H 17JUL 1410 OK BEE2M          /17JUL4 20K OPEN FOR USE
      RL:KJR3F8   /JEM03F1E
TO: HKG
FC: 03JUL14HKG CI TNN Q5.79 173.30CI HKG173.30NUC352.39END ROE7.760740 *
OB VLD TRVL ON 01JUN-31DEC14 EXCEPT 30SEP-02OCTVLD ON CI AE ONLY.
FARE:           HKD      2740 | FOP:CASH
TAX:            CNY      97HK | OI:
TAX:            CNY      62TW |
TAX:            CNY     312YQ |
TOTAL:          CNY     2681 | TKTN: 297-5411516628
```


退票流程：

3、TSL: R/12

```
*****
*                CAAC MIS OPTAT DAILY-SALES-REPORT                *
*                                                                 *
*  OFFICE : SZX396      IATA NUMBER : 08319426      DEVICE : 2/ 12184      *
*  DATE   : 22JUL              AIRLINE: ALL              *
*-----*
*  TKT-NUMBER      RFD NO      NET RFUND  DEDUCTION  TAXS      COMM%      DATE      AGENT
*-----*
*  297-5411516628,  131537210 ET REFUND MESSAGE TO CA FAILED !!!!      24707
*-----*
*  TOTAL TICKETS:      1 (      0 TICKETS VOID /      1 TICKETS REFUND )
*-----*
*  REFUND TICKETS-----+
```

未做ETRF，显示失败

退票流程：

4、做ETRF，手工把票号改为REFUND

第1段

打票机台数

```
▶ETRF:1/297-5411516628/PRNT/12
ET TRANSACTION SUCCESS, PLS CHECK RFD FORM
IF NECESSARY, PLEASE CANCEL PNR
```

```
▶ETRF:2/297-5411516628/PRNT/12
```

若有多段，应多次操作ETRF

5、再次查看TSL，结算即变成功

```
*****
*                CAAC MIS OPTAT DAILY-SALES-REPORT                *
*                                                                 *
* OFFICE : SZX278      IATA NUMBER : 08305356      DEVICE : 12 21341      *
* DATE   : 22JUL              AIRLINE: ALL              *
*-----*-----*-----*-----*-----*-----*-----*-----*
* TKT-NUMBER      RFD NO      NET RFUND  DEDUCTION  TAXS      COMM%      DATE      AGENT
*-----*-----*-----*-----*-----*-----*-----*-----*
297-5411516628   131536651-E   881.00   390.00   471.00   0.00      22JUL     22054
```


退票流程:

6、提票面查看状态

```
▶DETR:TN/297-5411516628,AIR/CI
ISSUED BY: CHINA AIRLINES          ORG/DST: HKG/HKG          BSP-I
E/R: NONEND/NONRER/NO PARTIAL RFD  VLDO-14D
TOUR CODE: 4P142
PASSENGER: HOU/TZUHUNG
EXCH:                                CONJ TKT:
O FM:1HKG CI      7868  H 13JUL 1135 OK BEE2M          /31DEC4 20K REFUNDED
      RL:KJR3F8   /JEM03F1E
O TO:2TNN CI      7867  H 17JUL 1410 OK BEE2M          /17JUL4 20K REFUNDED
      RL:KJR3F8   /JEM03F1E
TO: HKG
FC: 03JUL14HKG CI TNN Q5.79 173.30CI HKG173.30NUC352.39END ROE7.760740 *
OB VLD TRVL ON 01JUN-31DEC14 EXCEPT 30SEP-02OCTVLD ON CI AE ONLY.
FARE:          HKD      2740 | FOP:CASH
TAX:           CNY      97HK | OI:
TAX:           CNY      62TW |
TAX:           CNY     312YQ |
TOTAL:         CNY     2681 | TKTN: 297-5411516628
```

退票的修改： 当天退的票，当天可进行多次修改

打开退票界面

TRFD:TM/12/I/297-5411516628

哪里有错就那哪里

```
▶TRFU:♦M ♦12/♦I/♦131536651
Airline Code ♦297  TKT Number ♦5411516628 -♦1516628  Check ♦
Conjunction No. ♦1  Coupon No.  1♦1200  2♦0000  3♦0000  4♦0000
Passenger Name ♦/
Currency Code ♦CNY-2  Form Of Payment ♦CASH
Gross Refund ♦800.00  ET-(Y/N): ♦Y
Deduction ♦390.00  Commission ♦  % =♦  0  ---♦
TAX [ 1] ♦HK♦  97.00  [ 2] ♦TW♦  62.00  [ 3] ♦YQ♦  312.00♦
     [ 4] ♦  ♦  [ 5] ♦  ♦  [ 6] ♦  ♦
     [ 7] ♦  ♦  [ 8] ♦  ♦  [ 9] ♦  ♦
     [10] ♦  ♦  [11] ♦  ♦  [12] ♦  ♦
     [13] ♦  ♦  [14] ♦  ♦  [15] ♦  ♦
     [16] ♦  ♦  [17] ♦  ♦  [18] ♦  ♦
     [19] ♦  ♦  [20] ♦  ♦  [21] ♦  ♦
     [22] ♦  ♦  [23] ♦  ♦  [24] ♦  ♦
     [25] ♦  ♦  [26] ♦  ♦  [27] ♦  ♦
Remark ♦  ♦  Credit Card ♦
Net Refund = ♦881.00  ♦CNY
```

此处按F12输入

退票的还原： 当天退的票，当天可还原不退

打开退票界面

TRFD:TM/12/I/297-5411516628

把U改为X

此处按F12输入

```
▶TRFU *M *12/*I/*131536651
Airline Code *297  TKT Number *5411516628 -*1516628  Check * *
Conjunction No. *1  Coupon No.  1*1200  2*0000  3*0000  4*0000*
Passenger Name */
Currency Code *CNY-2  Form Of Payment *CASH
Gross Refund *800.00
Deduction *390.00
Commission *
% =
0 ---
TAX [ 1] *HK*      97.00  [ 2] *TW*      62.00  [ 3] *YQ*      312.00*
    [ 4] * *          [ 5] * *          [ 6] * *
    [ 7] * *          [ 8] * *          [ 9] * *
    [10] * *          [11] * *          [12] * *
    [13] * *          [14] * *          [15] * *
    [16] * *          [17] * *          [18] * *
    [19] * *          [20] * *          [21] * *
    [22] * *          [23] * *          [24] * *
    [25] * *          [26] * *          [27] * *
Remark * *
Credit Card *
Net Refund = *881.00 *CNY
```

显示退票单删除成功

```
▶DELETE      131536651 SUCCESSFUL
```

退票的还原： 当天退的票，当天可还原不退

删除退票之后，DETR查票号，若仍是REFUND状态

应做ETRF:1/297-5411516628/PRNT/12/OPEN

第一航段 第一航段 打票机序号 打票机序号

ETRF:2/297-5411516628/PRNT/12/OPEN

若多段，应重复操作

◆ 疑问？

◆ 谢谢！！