

中国航信

国际自动退改签 (TRR) 操作说明



产品简介

国际自动退改签产品，即TRR（ticket refund & reissue）产品，其自动换开产品整合预订、客票信息查询、运价计算、出票、结算等处理流程，完全取代手工处理模式，为航空公司和代理人用户提供传统渠道国际客票变更的自动运价计算和自动出票处理的基本功能，提高业务处理准确性和高效性。

换开业务范围

服务

类别	内容	
用户	传统渠道代理人	
变更业务类型	散客自愿换开业务	
国际客票变更	改期	同舱位改期、客票有效期延长
	升舱	一般升舱、客票有效期延长升舱、自愿延长最长停留期
	行程变更	起始国变更、中间城市点变更、目的地变更、增加航段、减少航段
豁免情况	无豁免、Death、Illness、Acts of God、Court appearance、Military、Tourpackage、Lack of proper travel documentation	
支付方式	现金、信用卡	
特殊业务	异地换开	

注意：只适用于散客，且要单人单PNR。团队旅客不适用。

换开业务范围

票证

类别	内容
客票种类	完全未使用的客票，部分已使用的客票
航线	单程、往返、缺口程、国内与国际联程等复杂组合航线，带有地面段的航线
旅客类型	成人、儿童、婴儿、学生等所有旅客类型
变更 Service fee 收取方式	新票证 OC 税项

换开业务范围

运价

类别	内容
运价产品	公布运价、私有运价、协议运价、联程运价（固定中转联程、动态联程、Add-on 产品、SPA 产品、code-share 运价）、机构客户运价、 <u>单段相加的组合运价</u>
Fare Type	支持 ATPCO 及 SITA Airfare Agents Guide, 包括 N(NORM)、S(SPCL)、G(GRPF)、I(Tour)、P(PRVT)、NEGO 等类型
航段状态	Unconfirmed(WL), Open(OP), Confirmed(HK)
货币与汇率	支持各种货币和汇率转换
变更计算	支持用 current, historical and a combination of historical and current fares 进行变更运价计算

换开业务范围

换开模式规定

项	内容	说明
FN 项	Ticket Fare/Face fare (R)	新票实收价
	Equivalent Fare (E)	新票的实收价的 Equivalent fare 的数额和货币类型
	Selling Fare (S)	不含税的新票与旧票的差价, 即 fare difference
	Commission (C)	系统默认的 Commission
	Tax (X)	新增税款总和
	Tax (T)	新增税款 (超过 3 项, 可将新税款合并至 XT 项) (Service fee 加入新增税款中)
	Tax (O)	原票已付税款 (超过 3 项, 可将原税款合并至 OXT 项)
Fare difference (A)	含税项与差价的总额, 即 Fare difference 与税项差价的总额 (扣除应退税款后的旅客实付总额): S+X-应退税款	

换开业务范围

换开模式规定

FC 项	Fare Calculation	Fare Calculation 运价计算组
	Fare Basis	每个航段的 Fare Basis
	Ticket Designator	每个航段的 Ticket Designator
	Validity	每个航段的 NVA/NVB 信息
	Baggage	每个航段的 Baggage
EI 项	Endorsement	新运价的 ENDOS 信息
TC 项	Tour Code	新运价的旅行代码
OI 项	Ticket number	原始票号 # 票联 原票的出票地 原票出票日期 原出票 office

功能范围

1. 只支持1E出的带有A标识的ET票，不支持其他GDS所出票的换开。
2. 航线分区：航空公司运价CAT31规则发布覆盖范围。如果原票上的票价缺少CAT31，则不能换开。
3. 支持联票。航段数：建议6段以下（多航段在实际业务中较少，而且由于计算复杂，6段以上可能造成系统time out）。
4. 航段组合：至少有一个航段为CA承运，且客票上至少有一个航段未使用。
5. 运价产品：原票可以为公布运价、私有运价、协议运价（包括原票带ticket designator情况），机构客户运价、code share，IT/BT票。

功能范围

6. 航班状态：支持OPEN FOR USE，USED/FLOWN，LIFT BOARDED。如果不是以上状态需要手工取得航班控制权。
7. 客票换开权限：
 - 只能换开本航空公司的客票，不支持航空公司互换
 - 代理人只能换开自己出的客票
8. 自动出票限制：使用DFSR:A后必须立即出票。

功能范围

暂不支持的功能

1. 不支持NO SHOW。
2. 只支持单人散客客票的换开，不支持小团队、团队运价的换开，多人PNR需要分离成单人PNR。
3. 由于系统现有限制，不支持联票第一张全部已飞，第二张未飞的换开。（年底之前支持）
4. 原客票必须是首次换开，不支持多次换开业务。
5. 换开后的新票全部是公布运价。（原票是私有运价也会换开成公布运价，如果航空公司规定原票只能换开成私有运价，此种情况就不能自动换开，系统会自动判断并返回需要手工换开的提示信息。）
6. 不支持原票有等值运价的情况（销售地和始发地货币不同，如境外始发中国销售的客票、或指定支付货币的情况等）。

指令介绍

换开操作指令：TRI

指令格式（参数先后顺序如下）：

TRI: TKT number

TRI: TKT number/C currency /W waiver/I

TRI: TKT number/C currency /W

TRI: TKT number/C currency/I

TRI: TKT number/W waiver/I

TRI: TKT number/C currency

TRI: TKT number/W waiver

TRI: TKT number/I

指令介绍

格式说明:

TKT number: 13位票号信息, 必选项, 例如:

“9994481060716”。

C: currency指示符, 可选项

Currency: 3位字母, 换开支付货币代码, 条件选项。如果用户输入currency指示符, 则必须输入3位货币代码。当换开支付货币与换开地货币不同时, 用此参数进行指定。

W: waiver指示符, 可选项

I: 1位字母, 婴儿标识, 可选项, 只有当婴儿票进行换开时使用。

指令介绍

Waiver: 2位数字，豁免信息代码，条件选项。如果用户输入waiver指示符，则必须输入2位豁免信息代码。豁免代码有效值：00-07。如果不输入豁免信息代码，则默认值为00

信息代码	代码含义
01	死亡
02	生病
03	天灾，不可抗力
04	法庭指控
05	军人
06	旅游套餐
07	缺少旅行证件

指令介绍

指令逻辑处理：

- 通过**TRI**指令发起自动换开请求，并且仅有特定的**TRI**指令格式可以进行后续的自动换开处理。
- 票号信息是发起指令参数的必选项。
- 必须在当前打开的**PNR**信息下执行**TRI**指令。
- 当前打开的**PNR**必须是单人**PNR**且含有姓名项和有效航段信息。
- **TRI**指令需要进行格式校验。如果出错，系统报错给出提示信息。

指令介绍

指令举例：

✓ 在中国任意城市换开一张普通成人客票

TRI:9991231231231

✓ 在中国任意城市换开一张因家属生病导致换开的成人客票

TRI:9991231231231/W02

✓ 在中国换开一张因家属生病导致换开的婴儿客票，换开客票使用美金

TRI:9991231231231/CUSD/W02/I

特殊行李额、代理费率及信用卡支付

换开结果自动存储指令DFSR:A

1. DFSR:A允许手工修改免费行李额，操作方式同DFSQ:A，行李额不Guarantee
2. 如果用户需要调整换开代理费率，指令格式为DFSR:A/C5.00，表示换开代理费率为5%，换开代理费率不Guarantee
3. 信用卡支付处理方式同DFSQ:A，指令格式类似。使用信用卡支付时，仅对于票价和税款给予Guarantee，而不予Guarantee信用卡授权信息

指令介绍

DFSR:A指令格式举例：

DFSR:A/EI(AAAAAAAAAAAAAAAAAA)

DFSR:A/1PC01-03,20KG04

DFSR:A/C9.00

DFSR:A/C9.00/1PC01-03,20KG04

DFSR:A后面的参数都是可选项

操作流程

1. 提取票面，检查需要变更的客票状态是否为OPEN FOR USE及其他必要限制条件；
2. 提取原PNR（如原PNR过期，重新预订，PNR中的旅客姓名应与电子客票中的姓名一致）
3. 更改航段
4. 执行TRI指令计算差价
5. 出票换开：输入DFSR:A指令后，系统自动生成FC/FN/TC/OI/EI等项并自动加入到新PNR中,手工输入FP项并删除原纪录中TKNE/T/TN项后出票；如果旅客不接受换开结果则恢复原记录或者进一步手工操作

注意：对于已飞航段状态是lift boarded/used flown的，已飞航段未经过夜维程序仍保存在PNR中。PNR中会保存3天之内的已飞航段信息，用户不要手工把PNR中已飞航段XE掉。

换开结果解析

***** REPRICE SUMMARY *****

PTC ADT NO WAIVER
ITINERARY REPRICED USING CURRENT FARES
ORIGINAL BASE FARE CNY 6500.00
REVISED BASE FARE CNY 4000
BASE FARE DIFF CNY -2500.00 REFUND
REISSUE FARE DIFF CNY 0 RESIDUAL IGNORED
TFC DIFF CNY -225 REFUND
TICKET DIFF CNY -225 REFUND
SERVICE FEE CNY +800 ADC
GRAND TOTAL CNY +575 ADC

***** REVISED ITINERARY INFORMATION *****

FSI/CA//BJS*BJS.11SEP12
S CA 0933V19SEP PEK1335 1840CDGOS 773 #OCA #FN
S CA 0934V23OCT CDG2020>1225PEKOS 773 #OCA #FN

*SYSTEM DEFAULT-CHECK EQUIPMENT
*TICKETS ARE NON-REFUNDABLE
*TKT STOCK RESTR
*ATTN REPRICED ON 11SEP12*0831

***** FARE CALCULATION *****

PEK
CDG VPR3M NVB19SEP NVA19SEP 1PC CA
PEK VPR3M NVB23OCT NVA23OCT 1PC CA
FARE CNY 4000
DIFF CNY 0
TAX CNY 62 FR CNY 1155 XT PD CNY 2542.00 OXT
TOTAL CNY 575
19SEP12BJS CA PAR314.16 CA BJS314.16 NUC628.32END ROE6.36600
0

NEW TAX/FEE/CHARGE
XT CNY 104 FR CNY 33 IZ CNY 218 QX CNY 800 OC
PAID TAX/FEE/CHARGE
OXT CNY 90.00 CN CNY 52.00 YQ CNY 2400.00 YR
REFUNDED TAX/FEE/CHARGE
RXT CNY 52.00 DE CNY 344.00 OY CNY 246.00 RA
ENDOS *END/RER/REB/REF
TKT/TL19SEP12

***** EXCHANGE INFORMATION *****

OI:999-5066903558#1200BJS11SEP2 08300025
REISSUE NUMBER 0

换开结果解析

PTC ADT: 旅客类型 NO WAIVER: 没有豁免条件

ORIGINAL BASE FARE: 原票不含税的票价

REVISED BASE FARE: 新票不含税的票价

BASE FARE DIFFER: 新票和原票不含税的实际票价差价

REISSUE FARE DIFF: 换开差价, 按照航空公司的规则处理后的新票和原票的差价

TFC DIFF: 新票和原票的税差价, 等于新增税 (不含SERVICE FEE) 减去退税

TICKET DIFF: 新票和原票的票面差价。是TFC DIFF和REISSUE FARE DIFF之和

SERVICE FEE: 换开手续费

GRAND TOTAL: 换开的总计结果。是SERVICE FEE和TICKET DIFF之和

例: **+800 ADC** → 要收旅客800; **-81 REFUND** → 要退旅客81

换开结果解析

- 注意：换开结果需要退旅客钱的情况，如果代理人没有开MCO单退款的权限，需到航空公司营业部进行换开。

REVISED ITINERARY INFORMATION: 新行程的信息

FARE CALCULATION: 新行程的详细计算结果

- ✓ NEW TAX/FEE /CHARGE: 新增税款，当有新增税款时才会显示
- ✓ PAID TAX/FEE /CHARGE: 原票已付税款
- ✓ REFUNDED TAX/FEE /CHARGE: 退税，当有退税时才会显示

EXCHANGE INFORMATION: 换开信息

- ✓ OI: 原始票号 # 票联 原票的出票地 原票出票日期 原出票office
- ✓ REISSUE NUMBER: 记录换开次数，为0表示之前没有换开过

操作实例一

一. 散客自愿改期

例如：旅客原票为01Aug12出发，10Aug12返回的北京法兰克福往返客票，在18Jun12将去程修改为02Aug12出发

1. 提取原票面

```
▶DETR:TN/999-9097797895
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
E/R: NON-END/PENALTY APPLS
TOUR CODE:
PASSENGER: TEST/TEST
EXCH:                                CONJ TKT:
O FM:1PEK CA      965  V 01AUG 0145 OK VKX6M45Z   01AUG2/01AUG2 1PC OPEN FOR USE
      K1T1 RL:NJHN3B /JPS8MS1E
O TO:2FRA CA      966  V 10AUG 1415 OK VKW6M45Z   10AUG2/10AUG2 1PC OPEN FOR USE
      T1U1 RL:NJHN3B /JPS8MS1E
      TO: PEK
FC:▼A▼ 01AUG12BJS CA FRA380.32CA BJS405.68NUC786.00END ROE6.310330
FARE:      CNY 4960.00 | FOP:CASH
TAX:      CNY 90.00CN | OI:
TAX:      CNY 52.00DE
TAX:      CNY339.00OY | FOR ALL TAXES: ▶DETR:TN/999-9097797895, X
TOTAL:     CNY 8036.00 | TKTN: 999-9097797895
```

操作实例一

注意事项：

- ✓ 检查是否为单个旅客的记录，如果记录中包含多名旅客则需要首先进行分离操作，因为目前只支持单个旅客记录的自动换开
- ✓ 检查客票是否带有自动出票的A标识，目前只支持带有国际运价计算自动出票A标识客票的自动换开
- ✓ 需要换开的客票至少有一个未飞航段，且状态为OPEN FOR USE
- ✓ 换开前需要获得票面所有航段的控制权
- ✓ 目前不支持多次换开业务，因此原客票必须是首次换开

操作实例一

2. 提取旅客原记录

```
**ELECTRONIC TICKET PNR**  
1. TEST/TEST JPS8MS  
2. CA965 V WE01AUG PEKFRA HK1 0145 0605 E K1T1  
3. CA966 V FR10AUG FRAPEK HK1 1415 0550+1 E T1U1  
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG  
5. T  
6. SSR ADTK 1E BY BJS20JUN12/1527 OR CXL CA 965 V01AUG  
7. SSR TKNE CA HK1 PEKFRA 965 V01AUG 9999097797895/1/P1  
8. SSR TKNE CA HK1 FRAPEK 966 V10AUG 9999097797895/2/P1  
9. SSR DOCS CA HK1 P/CN/G31085812/CN/08SEP63/F/27AUG18/CAO/LIN/P1  
10. RMK TJ BJS191  
11. RMK CA/NJHN3B  
12. FN/A/FCNY4960.00/SCNY4960.00/C5.00/XCNY3076.00/TCNY90.00CN/TCNY52.00DE/  
TCNY2934.00XT/ACNY8036.00  
13. TN/999-9097797895/P1  
14. FP/CASH, CNY
```


操作实例一

3. 航段变更：订新航段，取消旧航段、FN、FP、EI（不可删除TKNE）

```
**ELECTRONIC TICKET PNR**  
1. TEST/TEST JPS8MS  
2. CA965 V WEO1AUG PEKFRA HK1 0145 0605 E K1T1  
3. CA965 V THO2AUG PEKFRA DK1 0145 0605 747 M 0 R E K1T1  
4. CA966 V FR10AUG FRAPEK HK1 1415 0550+1 E T1U1  
5. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG  
6. T  
7. SSR ADTK 1E BY BJS20JUN12/1527 OR CXL CA 965 V01AUG  
8. SSR TKNE CA HK1 PEKFRA 965 V01AUG 9999097797895/1/P1  
9. SSR TKNE CA HK1 FRAPEK 966 V10AUG 9999097797895/2/P1  
10. SSR DOCS CA HK1 P/CN/G31085812/CN/08SEP63/F/27AUG18/CAO/LIN/P1  
12. RMK CA/NJHN3B  
13. FN/A/FCNY4960.00/SCNY4960.00/C5.00/XCNY3076.00/TCNY90.00CN/TCNY52.00DE/  
TCNY2934.00XT/ACNY8036.00  
14. TN/999-9097797895/P1  
15. FP/CASH, CNY
```

操作实例一

3. 航段变更：订新航段，取消旧航段、FN、FP、EI（不可删除TKNE）

```
**ELECTRONIC TICKET PNR**  
1. TEST/TEST JPS8MS  
2. CA965 V TH02AUG PEKFRA DK1 0145 0605 747 M O R E K1T1  
3. CA966 V FR10AUG FRAPEK HK1 1415 0550+1 E T1U1  
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG  
5. T  
6. SSR ADTK 1E BY BJS20JUN12/1527 OR CXL CA 965 V01AUG  
7. SSR TKNE CA HK1 PEKFRA 965 V01AUG 9999097797895/1/P1  
8. SSR TKNE CA HK1 FRAPEK 966 V10AUG 9999097797895/2/P1  
9. SSR DOCS CA HK1 P/CN/G31085812/CN/08SEP63/F/27AUG18/CAO/LIN/P1  
10. RMK TJ BJS191  
11. RMK CA/NJHN3B  
12. TN/999-9097797895/P1
```

操作实例一

4. 计算差价：执行TRI指令获得换开结果，TRI:9999097797895

```
***** REPRICE SUMMARY *****
PTC ADT                                NO WAIVER
ITINERARY REPRICED USING CURRENT FARES
ORIGINAL BASE FARE CNY                4960.00
REVISED BASE FARE CNY                 4960
BASE FARE DIFF CNY                    0
REISSUE FARE DIFF CNY                 0
TFC DIFF CNY                          0
TICKET DIFF CNY                       0
SERVICE FEE CNY                      +800 ADC
GRAND TOTAL CNY                       +800 ADC
***** REVISED ITINERARY INFORMATION *****
FSI/CA//BJS*BJS.15JUN12
S CA 0965V02AUG PEK0145 0605FRA0S      747 #OCA #FN
S CA 0966V10AUG FRA1415>0550PEK0S     747 #OCA #FN
*SYSTEM DEFAULT-CHECK EQUIPMENT
*TICKETS ARE NON-REFUNDABLE
*ATTN REPRICED ON 15JUN12*0740
***** FARE CALCULATION *****
PEK
FRA VKX6M45Z          NVB02AUG NVA02AUG 1PC CA
PEK VKW6M45Z          NVB10AUG NVA10AUG 1PC CA
```

操作实例一

4. 计算差价：执行TRI指令获得换开结果， TRI:9999097797895

```
FARE CNY      4960
DIFF CNY       0
TAX   CNY      800 OC PD CNY   90.00 CN PD CNY 2986.00 OXT
TOTAL CNY      800
02AUG12BJS CA FRA380.32 CA BJS405.68 NUC786.00END ROE6.31033
0
PAID TAX/FEE/CHARGE
OXT CNY 52.00 DE CNY 339.00 OY CNY 243.00 RA CNY 52.00 YQ
OXT CNY 2300.00 YR
ENDOS *END/PENALTY APPLS
TKT/TL18JUN12
***** EXCHANGE INFORMATION *****
```

注意事项

- ✓ 使用TRI指令后，如果需要换开客票，则不能对PNR再做任何操作（增加或删除PNR中的项目），执行DFSR:A

操作实例一

5. 出票换开：如果旅客接受换开结果，输入DFSR:A指令后，系统自动生成FC/FN/TC/OI/EI等项并自动加入到新PNR中,手工输入FP项并删除原纪录中TKNE/T/TN项后出票；如果旅客不接受换开结果则恢复原记录或者进一步手工操作

```
1. TEST/TEST JPS8MS
2. CA965 V TH02AUG PEKFRA DK1 0145 0605 747 M O R E K1T1
3. CA966 V FR10AUG FRAPEK HK1 1415 0550+1 E T1U1
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG
5. FC/A/02AUG12BJS B-02AUG12 A-02AUG12 F-1PC CA FRA 380.32VKX6M45Z B-10AUG12
   A-10AUG12 CA BJS 405.68VKW6M45Z NUC786.00END ROE6.31033 OXT
   CNY52.00DECNY339.00OYCNY243.00RACNY52.00YQCNY2300.00YR/P1
6. SSR ADTK 1E BY BJS20JUN12/1527 OR CXL CA 965 V01AUG
7. SSR DOCS CA HK1 P/CN/G31085812/CN/08SEP63/F/27AUG18/CAO/LIN/P1
8. RMK OT/A/1/18555//CA//BJS*BJS. 15JUN12/P1
9. RMK TJ BJS191
10. RMK CA/NJHN3B
11. FN/A/RCNY4960.00/SCNY0.00/CO.00/XCNY800.00/TCNY800.00OC/OCNY90.00CN/
   OCNY2986.00XT/ACNY800.00/P1
12. OI/A/999-9097797895#1200BJS15JUN2 08300025/P1
13. EI/A/END/PENALTY APPLS/P1
14. FP/CASH, CNY
15. BJS191
▶etdz:36, ca
   CNY800.00 JPS8MS
ELECTRONIC TICKET ISSUED
▶|
```

操作实例一

6. 查看换票之后原票与新票状态
DETR:TN/999-9097797895

```
▶DETR:TN/999-9097797895
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
E/R: NON-END/PENALTY APPLS
TOUR CODE:
PASSENGER: TEST/TEST
EXCH:                                CONJ TKT:
0 FM:1PEK CA      OPEN  V OPEN      VKX6M45Z    01AUG2/01AUG2 1PC EXCHANGED
      RL:
0 TO:2FRA CA      OPEN  V OPEN      VKW6M45Z    10AUG2/10AUG2 1PC EXCHANGED
      RL:
      TO: PEK
FARE:          CNY 4960.00 | FOP:CASH
TAX:           CNY 90.00CN | OI:
TAX:           CNY 52.00DE
TAX:           CNY339.00OY | FOR ALL TAXES: ▶DETR:TN/999-9097797895, X
TOTAL:         CNY 8036.00 | TKTN: 999-9097797895
```

原票状态均已变为Exchanged，代表换开成功

操作实例一

DETR:TN/999-9097797896, 新票状态为Open For Use

```
▶DETR:TN/999-9097797896
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
E/R: END/PENALTY APPLS
TOUR CODE:
PASSENGER: TEST/TEST
EXCH: 999-9097797895                CONJ TKT:
O FM:1PEK CA      965  V 02AUG 0145 OK VKX6M45Z    02AUG2/02AUG2 1PC OPEN FOR USE
      K1T1 RL:NJHN3B /JPS8MS1E
O TO:2FRA CA      966  V 10AUG 1415 OK VKW6M45Z    10AUG2/10AUG2 1PC OPEN FOR USE
      T1U1 RL:NJHN3B /JPS8MS1E
      TO: PEK
FC: A 02AUG1202AUG12BJS CA FRA 380.32VKX6M45Z CA BJS 405.68VKW6M45Z NUC786
.00END ROE6.31033
FARE:          CNY 4960.00 | FOP:CASH
TAX:           CNY800.000C | OI: 999-9097797895
TAX:           PD  90.00CN
TAX:           PD  52.00DE | FOR ALL TAXES: ▶DETR:TN/999-9097797896, X
TOTAL:         CNY  800.00 | TKTN: 999-9097797896
```

操作实例二

二、散客自愿升舱或者变更子舱位

例如：旅客Li/Li希望回程改期到26Aug12并升舱到公务舱

1. 提取旅客原记录

```
**ELECTRONIC TICKET PNR**  
1. LI/LI JX2MFN  
2. CA117 Y TH16AUG PEKHKG HK1 1730 2105 E K1T1  
3. CA118 Y SA20AUG HKGPEK HK1 0830 1155 E T1S2  
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG  
5. 123  
6. T  
7. SSR ADTK 1E BY BJS13AUG12/1730 OR CXL CA 117 Y16AUG  
8. SSR TKNE CA HK1 PEKHKG 117 Y16AUG 9995066903472/1/P1  
9. SSR TKNE CA HK1 HKGPEK 118 Y20AUG 9995066903472/2/P1  
10. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1  
11. RMK TJ BJS191  
12. RMK CA/MKJ00Q  
13. FN/A/FCNY6020.00/SCNY6020.00/C5.00/XCNY551.00/TCNY90.00CN/TCNY99.00HK/  
TCNY362.00YR/ACNY6571.00  
14. TN/999-5066903472/P1  
15. FP/CASH, CNY
```


操作实例二

2. 提取旅客票面

```
▶DETR:TN/999-5066903472
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
TOUR CODE:
PASSENGER: LI/LI
EXCH:                                CONJ TKT:
O FM:1PEK CA      117  Y 16AUG 1730 OK Y1RT      /16AUG3 1PC OPEN FOR USE
      K1T1 RL:MKJ00Q /JX2MFN1E
O TO:2HKG CA      118  Y 20AUG 0830 OK Y1RT      /16AUG3 1PC OPEN FOR USE
      T1S2 RL:MKJ00Q /JX2MFN1E
      TO: PEK
PC: /A \ 16AUG12BJS CA HKG470.46CA BJS Q4.25 470.46NUC945.17END ROE6.366000
FARE:          CNY 6020.00 | FOP:CASH
TAX:           CNY 90.00CN | OI:
TAX:           CNY 99.00HK
TAX:           CNY362.00YR
TOTAL:         CNY 6571.00 | TKTN: 999-5066903472
```

操作实例二

3. 航段变更：取消未飞航段，订新航段，并删除原记录FN/FP/EI

```
**ELECTRONIC TICKET PNR**
1. LI/LI HGZMC7
2. CA117 Y TU14AUG PEKHKG HK1 1730 2105 E K1T1
3. CA118 Y MO20AUG HKGPEK HK1 0830 1155 E T1S2
4. CA118 C SA26AUG HKGPEK DK1 0830 1155 321 B 0 R E T1S2
5. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG
6. 123
7. T
8. SSR ADTK 1E BY BJS11AUG12/1730 OR CXL CA 117 Y14AUG
9. SSR TKNE CA HK1 PEKHKG 117 Y14AUG 9999097797102/1/P1
10. SSR TKNE CA HK1 HKGPEK 118 Y20AUG 9999097797102/2/P1
11. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1
12. RMK TJ BJS191
13. RMK CA/MF2816
14. FN/A/FCNY6020.00/SCNY6020.00/C5.00/XCNY551.00/TCNY90.00CN/TCNY99.00HK/
    TCNY362.00YR/ACNY6571.00
15. TN/999-9097797102/P1
16. FP/CASH, CNY
17. BJS191
▶XE3/14/16
```

操作实例二

4. 计算差价：执行TRI指令获得换开结果

```
***** REPRICE SUMMARY *****
PTC ADT                      NO WAIVER
ITINERARY REPRICED USING CURRENT FARES
ORIGINAL BASE FARE CNY       6020.00
REVISED BASE FARE CNY       7490
BASE FARE DIFF CNY          +1470  ADC
REISSUE FARE DIFF CNY       +1470  ADC
TFC DIFF CNY                 0
TICKET DIFF CNY             +1470  ADC
SERVICE FEE CNY             0
GRAND TOTAL CNY             +1470  ADC
***** REVISED ITINERARY INFORMATION *****
FSI/CA//BJS*BJS. 16AUG12
S CA 0117Y16AUG PEK1730 2105HKGOS 321 #OCA #FN
S CA 0118C26AUG HKG0830 1155PEKOS 321 #OCA #FN
*SYSTEM DEFAULT-CHECK EQUIPMENT
*ATTN REPRICED ON 16AUG12*0515
***** FARE CALCULATION *****
PEK
HKG Y1RT NVB NVA16AUG 1PC CA
PEK C1RT NVB NVA16AUG 2PC CA
FARE CNY 7490
```

操作实例二

4. 计算差价：执行TRI指令获得换开结果

```
DIFF CNY      1470
TAX PD CNY    90.00 CN PD CNY    99.00 HK PD CNY   362.00 YR
TOTAL CNY     1470
16AUG12BJS CA HKG470.46 CA BJS Q4.25 701.38 NUC1176.09END RO
E6.366000
***** EXCHANGE INFORMATION *****
OI:999-5066903472#1200BJS10AUG2 08300025
REISSUE NUMBER 0
```

操作实例二

5. 出票换开：如果旅客接受换开结果，输入DFSR:A指令后，系统自动生成FC/FN/TC/OI/EI等项并自动加入到新PNR中,手工输入FP项并删除原纪录中TKNE/T/TN项后出票；如果旅客不接受换开结果则恢复原记录或者进一步手工操作

```
**ELECTRONIC TICKET PNR**
1. LI/LI JX2MFN
2. CA117 Y TH16AUG PEKHKG HK1 1730 2105 E K1T1
3. CA118 C SU26AUG HKGPEK DK1 0830 1155 321 B O R E T1S2
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG
5. 123
6. T
7. FC/A/16AUG12BJS A-16AUG13 F-1PC CA HKG 470.46Y1RT F-2PC CA BJS Q4.25
   701.38C1RT NUC1176.09END ROE6.366000/P1
8. SSR ADTK 1E BY BJS13AUG12/1730 OR CXL CA 117 Y16AUG
9. SSR TKNE CA HK1 PEKHKG 117 Y16AUG 9995066903472/1/P1
10. SSR TKNE CA HK1 HKGPEK 118 Y25AUG 9995066903472/2/P1
11. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1
12. RMK OT/A/1/18555//CA//BJS*BJS.16AUG12/P1
13. RMK TJ BJS191
14. RMK CA/MKJ00Q
15. FN/A/RCNY7490.00/SCNY1470.00/C0.00/OCNY90.00CN/OCNY99.00HK/OCNY362.00YR/
   ACNY1470.00/P1
16. OI/A/999-5066903472#1200BJS10AUG2 08300025/P1
17. TN/999-5066903472/P1
```

操作实例二

6. 查看换票之后原票与新票状态

DETR:TN/999-5066903476, 新票状态为Open For Use

```
▶DETR:TN/999-5066903476
ISSUED BY: AIR CHINA          ORG/DST: BJS/BJS          BSP-I
TOUR CODE:
PASSENGER: LI/LI
EXCH: 999-5066903472          CONJ TKT:
O FM:1PEK CA      117  Y 16AUG 1730 OK Y1RT          /16AUG3 1PC OPEN FOR USE
      K1T1 RL:MKJ00Q /JX2MFN1E
O TO:2HKG CA      118  C 26AUG 0830 OK C1RT          /16AUG3 2PC OPEN FOR USE
      T1S2 RL:MKJ00Q /JX2MFN1E
TO: PEK
FC: A 16AUG12BJS CA HKG470.46CA BJS Q4.25 701.38NUC1176.09END ROE6.366000
FARE:          CNY 7490.00 | FOP:CASH
TAX:          PD 90.00CN | OI: 999-5066903472
TAX:          PD 99.00HK
TAX:          PD 362.00YR
TOTAL:        CNY 1470.00 | TKTN: 999-5066903476
```

操作实例二

6. 查看换票之后原票与新票状态

DETR:TN/999-5066903472, 旧票状态为已换开

```
▶DETR:TN/999-5066903472
ISSUED BY: AIR CHINA          ORG/DST: BJS/BJS          BSP-I
TOUR CODE:
PASSENGER: LI/LI
EXCH:                          CONJ TKT:
O FM:1PEK CA      OPEN  Y OPEN      Y1RT          /16AUG3 1PC EXCHANGED
      RL:
O TO:2HKG CA      OPEN  Y OPEN      Y1RT          /16AUG3 1PC EXCHANGED
      RL:
      TO: PEK
FARE:                CNY 6020.00 | FOP:CASH
TAX:                 CNY 90.00CN | OI:
TAX:                 CNY 99.00HK
TAX:                 CNY362.00YR
TOTAL:               CNY 6571.00 | TKTN: 999-5066903472
```

操作实例三

三、散客自愿延长有效期

例如：旅客Li/Li 原票为1个月往返，现将回程改为2个月往返

1. 提取旅客原记录

```
**ELECTRONIC TICKET PNR**  
1. LI/LI HGZMMW  
2. CA115 H TH16AUG PEKHKG HK1 1530 1900 E K1T1  
3. CA118 H SA15SEP HKGPEK HK1 0830 1155 E T1S2  
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG  
5. 123  
6. T  
7. SSR ADTK 1E BY BJS13AUG12/1530 OR CXL CA 115 H16AUG  
8. SSR TKNE CA HK1 PEKHKG 115 H16AUG 9995066903477/1/P1  
9. SSR TKNE CA HK1 HKGPEK 118 H15SEP 9995066903477/2/P1  
10. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1  
11. RMK TJ BJS191  
12. RMK CA/NCHRBW  
13. FN/A/FCNY4080.00/SCNY4080.00/C5.00/XCNY551.00/TCNY90.00CN/TCNY99.00HK/  
TCNY362.00YR/ACNY4631.00  
14. TN/999-5066903477/P1  
15. FP/CASH, CNY  
16. BJS191
```


操作实例三

2. 提取旅客原票面

```
▶DETR:TN/999-5066903477
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
E/R: NON-END/PENALTY APPLS
TOUR CODE:
PASSENGER: LI/LI
EXCH:                                CONJ TKT:
O FM:1PEK CA      115  H 16AUG 1530 OK HXHK1M          /16SEP2 1PC OPEN FOR USE
      K1T1 RL:NCHRBW /HGZMMW1E
O TO:2HKG CA      118  H 15SEP 0830 OK HXHK1M          18AUG2/16SEP2 1PC OPEN FOR USE
      T1S2 RL:NCHRBW /HGZMMW1E
      TO: PEK
FC: /A 16AUG12BJS CA HKG318.09CA BJS Q4.25 318.09NUC640.43END ROE6.366000
FARE:          CNY 4080.00 | FOP:CASH
TAX:           CNY 90.00CN | OI:
TAX:           CNY 99.00HK
TAX:           CNY362.00YR
TOTAL:         CNY 4631.00 | TKTN: 999-5066903477
```

操作实例三

3. 航段变更：取消未飞航段，订新航段，并删除原记录FN/FP/EI

```
**ELECTRONIC TICKET PNR**  
1. LI/LI HGZMMW  
2. CA115 M TH16AUG PEKHKG DK1 1530 1900 32M S 0 R E K1T1  
3. CA118 M TU16OCT HKGPEK DK1 0830 1155 321 B 0 R E T1S2  
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG  
5. 123  
6. T  
7. SSR ADTK 1E BY BJS13AUG12/1530 OR CXL CA 115 H16AUG  
8. SSR TKNE CA HK1 PEKHKG 115 H16AUG 9995066903477/1/P1  
9. SSR TKNE CA HK1 HKGPEK 118 H15SEP 9995066903477/2/P1  
10. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1  
11. RMK TJ BJS191  
12. RMK CA/NCHRBW  
13. TN/999-5066903477/P1  
14. BJS191
```

操作实例三

4. 计算差价：执行TRI指令获得换开结果TRI:9995066903477

```
***** REPRICE SUMMARY *****
PTC ADT NO WAIVER
ITINERARY REPRICED USING CURRENT FARES
ORIGINAL BASE FARE CNY 4080.00
REVISED BASE FARE CNY 4680
BASE FARE DIFF CNY +600 ADC
REISSUE FARE DIFF CNY +600 ADC
TFC DIFF CNY 0
TICKET DIFF CNY +600 ADC
SERVICE FEE CNY 0
GRAND TOTAL CNY +600 ADC
***** REVISED ITINERARY INFORMATION *****
FSI/CA//BJS*BJS.16AUG12
S CA 0115M16AUG PEK1530 1900HKGOS 32M #OCA #FN
S CA 0118M16OCT HKG0830 1155PEKOS 321 #OCA #FN
*SYSTEM DEFAULT-CHECK EQUIPMENT
*ATTN REPRICED ON 16AUG12*0546
***** FARE CALCULATION *****
PEK
HKG MXHK3M NVB NVA16NOV 1PC CA
PEK MXHK3M NVB18AUG NVA16NOV 1PC CA
FARE CNY 4680
```

操作实例三

4. 计算差价：执行TRI指令获得换开结果TRI:9995066903477

```
DIFF CNY      600
TAX PD CNY    90.00 CN PD CNY    99.00 HK PD CNY    362.00 YR
TOTAL CNY     600
16AUG12BJS CA HKG365.22 CA BJS Q4.25 365.22 NUC734.69END ROE
6.366000
ENDOS *END/PENALTY APPLS
***** EXCHANGE INFORMATION *****
OI:999-5066903477#1200BJS10AUG2 08300025
REISSUE NUMBER 0
AFPDEMO/1E/FCC=T/AUTO-T=T
```

操作实例三

5. 出票换开：如果旅客接受换开结果，输入DFSR:A指令后，系统自动生成FC/FN/TC/OI/EI等项并自动加入到新PNR中,手工输入FP项并删除原纪录中TKNE/T/TN项后出票；如果旅客不接受换开结果则恢复原记录或者进一步手工操作

```
**ELECTRONIC TICKET PNR**
1. LI/LI HGZMMW
2. CA115 M TH16AUG PEKHKG DK1 1530 1900 32M S 0 R E K1T1
3. CA118 M TU16OCT HKGPEK DK1 0830 1155 321 B 0 R E T1S2
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG
5. 123
6. T
7. FC/A/16AUG12BJS A-16NOV12 F-1PC CA HKG 365.22MXHK3M B-18AUG12 CA BJS Q4.25
   365.22MXHK3M NUC734.69END ROE6.366000/P1
8. SSR ADTK 1E BY BJS13AUG12/1530 OR CXL CA 115 H16AUG
9. SSR TKNE CA HK1 PEKHKG 115 H16AUG 9995066903477/1/P1
10. SSR TKNE CA HK1 HKGPEK 118 H15SEP 9995066903477/2/P1
11. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1
12. RMK OT/A/1/18555//CA//BJS*BJS.16AUG12/P1
13. RMK TJ BJS191
14. RMK CA/NCHRBW
15. FN/A/RCNY4680.00/SCNY600.00/CO.00/OCNY90.00CN/OCNY99.00HK/OCNY362.00YR/
   ACNY600.00/P1
16. OI/A/999-5066903477#1200BJS10AUG2 08300025/P1
17. TN/999-5066903477/P1
```

操作实例三

6. 查看换票之后原票与新票状态

DETR:TN/999-5066903478, 新票状态为Open For Use

```
▶DETR:TN/999-5066903478
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
E/R: END/PENALTY APPLS
TOUR CODE:
PASSENGER: LI/LI
EXCH: 999-5066903477                CONJ TKT:
O FM:1PEK CA      115  M 16AUG 1530 OK MXHK3M          /16NOV2 1PC OPEN FOR USE
      K1T1 RL:NCHRBW /HGZMMW1E
O TO:2HKG CA      118  M 16OCT 0830 OK MXHK3M          18AUG2/16NOV2 1PC OPEN FOR USE
      T1S2 RL:NCHRBW /HGZMMW1E
      TO: PEK
FC: A 16AUG12BJS CA HKG365.22CA BJS Q4.25 365.22NUC734.69END ROE6.366000
FARE:          CNY 4680.00 | FOP:CASH
TAX:          PD  90.00CN | OI: 999-5066903477
TAX:          PD  99.00HK
TAX:          PD 362.00YR
TOTAL:        CNY  600.00 | TKTN: 999-5066903478
```

操作实例三

DETR:TN/999-5066903477, 原票状态为已换开

```
▶DETR:TN/999-5066903477
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
E/R: NON-END/PENALTY APPLS
TOUR CODE:
PASSENGER: LI/LI
EXCH:                                CONJ TKT:
O FM:1PEK CA      OPEN  H OPEN      HXHK1M                /16SEP2 1PC EXCHANGED
      RL:
O TO:2HKG CA      OPEN  H OPEN      HXHK1M                18AUG2/16SEP2 1PC EXCHANGED
      RL:
      TO: PEK
FARE:                CNY 4080.00 | FOP:CASH
TAX:                 CNY 90.00CN | OI:
TAX:                 CNY 99.00HK
TAX:                 CNY362.00YR
TOTAL:               CNY 4631.00 | TKTN: 999-5066903477
```

操作实例四

四、散客自愿变更行程

例如：旅客Li/Li原订北京法兰往返，现更改为北京巴黎往返

1. 提取旅客原记录

```
**ELECTRONIC TICKET PNR**  
1. LI/LI JX2MMV  
2. CA931 V TH20SEP PEKFRA HK1 1400 1815 E K1T1  
3. CA932 V MO01OCT FRAPEK HK1 2015 1135+1 E T1S2  
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG  
5. 123  
6. T  
7. SSR TKNE CA HK1 PEKFRA 931 V20SEP 9995066903479/1/P1  
8. SSR TKNE CA HK1 FRAPEK 932 V01OCT 9995066903479/2/P1  
9. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1  
10. RMK TJ BJS191  
11. RMK CA/MZKHOP  
12. FN/A/FCNY6500.00/SCNY6500.00/C5.00/XCNY3163.00/TCNY90.00CN/TCNY51.00DE/  
TCNY3022.00XT/ACNY9663.00  
13. TN/999-5066903479/P1  
14. FP/CASH, CNY  
15. BJS191
```


操作实例四

2. 提取旅客原票面

```
▶DETR:TN/999-5066903479
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
E/R: NON-END/PENALTY APPLS
TOUR CODE:
PASSENGER: LI/LI
EXCH:                                CONJ TKT:
O FM:1PEK CA      931  V 20SEP 1400 OK VHX6MZ      20SEP2/20SEP2 1PC OPEN FOR USE
      K1T1 RL:MZKHOP /JX2MMV1E
O TO:2FRA CA      932  V 01OCT 2015 OK VHX6MZ      01OCT2/01OCT2 1PC OPEN FOR USE
      T1S2 RL:MZKHOP /JX2MMV1E
      TO: PEK
FC: A 20SEP12BJS CA FRA510.52CA BJS510.52NUC1021.04END ROE6.366000
FARE:          CNY 6500.00 | FOP:CASH
TAX:           CNY 90.00CN | OI:
TAX:           CNY 51.00DE
TAX:           CNY332.00OY | FOR ALL TAXES: ▶DETR:TN/999-5066903479, X
TOTAL:         CNY 9663.00 | TKTN: 999-5066903479
```

操作实例四

3. 航段变更：取消未飞航段，订新航段，并删除原记录FN/FP/EI

```
**ELECTRONIC TICKET PNR**  
1. LI/LI JX2MMV  
2. CA933 V TH20SEP PEKCDG DK1 1335 1840 773 M 0 R E K1T1  
3. CA934 V MO01OCT CDGPEK DK1 2020 1225+1 773 M 0 R E T1S2  
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG  
5. 123  
6. T  
7. SSR ADTK 1E BY BJS15AUG12/1359 OR CXL CA 931 V20SEP  
8. SSR TKNE CA HK1 PEKFRA 931 V20SEP 9995066903479/1/P1  
9. SSR TKNE CA HK1 FRAPEK 932 V01OCT 9995066903479/2/P1  
10. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1  
11. RMK TJ BJS191  
12. RMK CA/MZKHOP  
13. TN/999-5066903479/P1  
14. FP/CASH, CNY  
15. BJS191  
▶ |
```

操作实例四

4. 计算差价：执行TRI指令获得换开结果TRI:9995066903479

```
***** REPRICE SUMMARY *****
PTC ADT                NO WAIVER
ITINERARY REPRICED USING CURRENT FARES
ORIGINAL BASE FARE CNY      6500.00
REVISED BASE FARE  CNY      4000
BASE FARE DIFF        CNY    -2500.00  REFUND
REISSUE FARE DIFF    CNY         0  RESIDUAL IGNORED
TFC DIFF             CNY     -217  REFUND
TICKET DIFF          CNY     -217  REFUND
SERVICE FEE         CNY     +800  ADC
GRAND TOTAL          CNY     +583  ADC
***** REVISED ITINERARY INFORMATION *****
FSI/CA//BJS*BJS.16AUG12
S CA 0933V20SEP PEK1335 1840CDGOS 773 #OCA #FN
S CA 0934V01OCT CDG2020>1225PEKOS 773 #OCA #FN
*SYSTEM DEFAULT-CHECK EQUIPMENT
*TICKETS ARE NON-REFUNDABLE
*TKT STOCK RESTR
*ATTN REPRICED ON 16AUG12*0610
***** FARE CALCULATION *****
PEK
CDG VPR3M                NVB20SEP NVA20SEP 1PC CA
```

操作实例四

4. 计算差价：执行TRI指令获得换开结果TRI:9995066903479

```
PEK VPR3M          NVB01OCT NVA01OCT 1PC CA
FARE  CNY          4000
DIFF  CNY           0
TAX   CNY           60 FR   CNY   1144 XT PD CNY 2542.00 OXT
TOTAL CNY           583
20SEP12BJS CA PAR314.16 CA BJS314.16 NUC628.32END ROE6.36600
0
NEW TAX/FEE/CHARGE
XT CNY 101 FR CNY 32 IZ CNY 211 QX CNY 800 OC
PAID TAX/FEE/CHARGE
OXT CNY 90.00 CN CNY 52.00 YQ CNY 2400.00 YR
REFUNDED TAX/FEE/CHARGE
```

操作实例四

5. 出票换开：如果旅客接受换开结果，输入DFSR:A指令后，系统自动生成FC/FN/TC/OI/EI等项并自动加入到新PNR中,手工输入FP项并删除原纪录中TKNE/T/TN项后立即出票；如果旅客不接受换开结果则恢复原记录或者进一步手工操作

```
**ELECTRONIC TICKET PNR**
1. LI/LI JX2MMV
2. CA933 V TH20SEP PEKCDG DK1 1335 1840 773 M 0 R E KIT1
3. CA934 V MO01OCT CDGPEK DK1 2020 1225+1 773 M 0 R E T1S2
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG
5. 123
6. T
7. FC/A/20SEP12BJS B-20SEP12 A-20SEP12 F-1PC CA PAR 314.16VPR3M B-01OCT12
   A-01OCT12 CA BJS 314.16VPR3M NUC628.32END ROE6.36600 XT
   CNY101.00FRCNY32.00IZCNY211.00QXCNY800.00OC OXT CNY90.00CNCNY52.00YQCNY24
   00.00YR RXT CNY51.00DECNY332.00OYCNY238.00RA/P1
8. SSR ADTK 1E BY BJS15AUG12/1359 OR CXL CA 931 V20SEP
9. SSR TKNE CA HK1 PEKFRA 931 V20SEP 9995066903479/1/P1
10. SSR TKNE CA HK1 FRAPEK 932 V01OCT 9995066903479/2/P1
11. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1
12. RMK OT/A/1/18555//CA//BJS*BJS.16AUG12/P1
13. RMK TJ BJS191
14. RMK CA/MZKHOP
15. FN/A/RCNY4000.00/SCNY0.00/CO.00/XCNY1204.00/TCNY60.00FR/TCNY1144.00XT/
   OCN2542.00XT/ACNY583.00/P1
16. OI/A/999-5066903479#1200BJS10AUG2 08300025/P1
17. TN/999-5066903479/P1
```

操作实例四

6. 查看换票之后原票与新票状态

DETR:TN/999-5066903480, 新票状态为Open For Use

```
▶DETR:TN/999-5066903480
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
E/R: END/RER/REB/REF
TOUR CODE:
PASSENGER: LI/LI
EXCH: 999-5066903479                CONJ TKT:
O FM:1PEK CA          933  V 20SEP 1335 OK VPR3M          20SEP2/20SEP2 1PC OPEN FOR USE
      K1T1 RL:MZKHOP  /JX2MMV1E
O TO:2CDG CA          934  V 01OCT 2020 OK VPR3M          01OCT2/01OCT2 1PC OPEN FOR USE
      T1S2 RL:MZKHOP  /JX2MMV1E
      TO: PEK
FC: /A \ 20SEP1220SEP12BJS CA PAR 314.16VPR3M CA BJS 314.16VPR3M NUC628.32END
      ROE6.36600
FARE:          CNY 4000.00 | FOP:CASH
TAX:           CNY 60.00FR | OI: 999-5066903479
TAX:           CNY101.00FR
TAX:           CNY 32.00IZ | FOR ALL TAXES: ▶DETR:TN/999-5066903480, X
TOTAL:         CNY 583.00 | TKTN: 999-5066903480
```

操作实例四

DETR:TN/999-5066903479, 旧票状态为已换开

```
▶DETR:TN/999-5066903479
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
E/R: NON-END/PENALTY APPLS
TOUR CODE:
PASSENGER: LI/LI
EXCH:                                CONJ TKT:
O FM:1PEK CA      OPEN  V OPEN      VHX6MZ      20SEP2/20SEP2 1PC EXCHANGED
      RL:
O TO:2FRA CA      OPEN  V OPEN      VHX6MZ      01OCT2/01OCT2 1PC EXCHANGED
      RL:
      TO: PEK
FARE:                CNY 6500.00 | FOP:CASH
TAX:                 CNY 90.00CN | OI:
TAX:                 CNY 51.00DE
TAX:                 CNY332.00OY | FOR ALL TAXES: ▶DETR:TN/999-5066903479, X
TOTAL:               CNY 9663.00 | TKTN: 999-5066903479
```

操作实例五

五、含婴儿旅客客票自愿换开操作

旅客Li/Li 带婴儿Li/Xiao Li,原订行程为01Sep北京香港, 现改为02Sep北京香港

1. 提取旅客原记录

```
**ELECTRONIC TICKET PNR**  
1. LI/LI HGZMJP  
2. CA101 Y SA01SEP PEKHKG HK1 0800 1135 E S1T1  
3. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG  
4. 123  
5. T  
6. SSR ADTK 1E BY BJS24AUG12/1721 OR CXL CA 101 Y01SEP  
7. SSR TKNE CA HK1 PEKHKG 101 Y01SEP INF9995066903486/1/P1  
8. SSR TKNE CA HK1 PEKHKG 101 Y01SEP 9995066903485/1/P1  
9. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1  
10. SSR INFT CA KK1 PEKHKG 101 Y01SEP LI/XIAO 12MAY12/P1  
11. OSI YY 1INF LI/XIAOLI INF/P1  
12. RMK TJ BJS191  
13. RMK CA/NZFH1  
14. FN/A/FCNY3300.00/SCNY3300.00/C5.00/XCNY271.00/TCNY90.00CN/TCNY181.00YR/  
ACNY3571.00  
15. FN/A/IN/FCNY330.00/SCNY330.00/C5.00/TEXEMPTCN/ACNY330.00  
16. TN/999-5066903485/P1  
17. TN/IN/999-5066903486/P1
```


操作实例五

2. 提取旅客原票面

```
▶DETR:TN/999-5066903485
ISSUED BY: AIR CHINA                ORG/DST: BJS/HKG                BSP-I
TOUR CODE:
PASSENGER: LI/LI
EXCH:                                CONJ TKT:
O FM:1PEK CA      101  Y 01SEP 0800 OK Y1OW      /01SEP3 1PC OPEN FOR USE
      S1T1 RL:NZFHL1 /HGZMJP1E
      TO: HKG
FC: A 01SEP12BJS CA HKG518.37NUC518.37END ROE6.366000
FARE:          CNY 3300.00 | FOP:CASH
TAX:           CNY 90.00CN | OI:
TAX:           CNY181.00YR |
TOTAL:         CNY 3571.00 | TKTN: 999-5066903485
```

```
▶DETR:TN/999-5066903486
ISSUED BY: AIR CHINA                ORG/DST: BJS/HKG                BSP-I
TOUR CODE:
PASSENGER: LI/XIAOLI INF (MAY12)
EXCH:                                CONJ TKT:
O FM:1PEK CA      101  Y 01SEP 0800 NS Y1OW      /01SEP3      OPEN FOR USE
      S1T1 RL:NZFHL1 /HGZMJP1E
      TO: HKG
FC: A 01SEP12BJS CA HKG51.83NUC51.83END ROE6.366000
FARE:          CNY  330.00 | FOP:CASH
TAX:           EXEMPTCN | OI:
TOTAL:         CNY  330.00 | TKTN: 999-5066903486
```

操作实例五

3. 航段变更：取消未飞航段，订新航段，并删除原记录FN/FP/EI

注意事项：

- 对于婴儿票，预定新航班后需要保留原航班，申请新航班婴儿并强制封口，直到新航班接收此婴儿
- 删除原航班及FN/FP/EI

```
**ELECTRONIC TICKET PNR**  
1. LI/LI HGZMJP  
2. CA101 Y SU02SEP PEKHKG HK1 0800 1135 E S1T1  
3. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG  
4. 123  
5. T  
6. SSR ADTK 1E BY BJS24AUG12/1721 OR CXL CA 101 Y01SEP  
7. SSR TKNE CA HK1 PEKHKG 101 Y01SEP INF9995066903486/1/P1  
8. SSR TKNE CA HK1 PEKHKG 101 Y01SEP 9995066903485/1/P1  
9. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1  
10. SSR INFT CA KK1 PEKHKG 101 Y02SEP LI/XIAOLI 12MAY12/P1  
11. OSI YY 1INF LI/XIAOLI INF/P1  
12. RMK TJ BJS191  
13. RMK CA/NZFHL1  
14. TN/999-5066903485/P1  
15. TN/IN/999-5066903486/P1  
16. FP/CASH, CNY  
17. XN/IN/LI/XIAOLI INF (MAY12) /P1
```

操作实例五

4. 计算差价：执行TRI指令获得换开结果

TRI:9995066903486/I

```
***** REPRICE SUMMARY *****
PTC INF                NO WAIVER
ITINERARY REPRICED USING CURRENT FARES
ORIGINAL BASE FARE CNY      330.00
REVISED BASE FARE  CNY       330
BASE FARE DIFF       CNY       0.00
REISSUE FARE DIFF   CNY         0
TFC DIFF             CNY         0
TICKET DIFF         CNY         0
SERVICE FEE        CNY         0
GRAND TOTAL         CNY         0
***** REVISED ITINERARY INFORMATION *****
FSIINF/CA//BJS*BJS. 28AUG12
S CA 0101Y02SEP PEK0800 1135HKG0S 321 #OCA #FN
*SYSTEM DEFAULT-CHECK EQUIPMENT
*VERIFY ACCOMPANIED TRAVEL REQUIREMENT/CAT019
*VERIFY AGE REQUIREMENTS
*ATTN REPRICED ON 28AUG12*0527
***** FARE CALCULATION *****
PEK
HKG Y10W                NVB      NVA02SEP 1PC CA
FARE CNY                330
```

操作实例五

4. 计算差价：执行TRI指令获得换开结果

TRI: 9995066903485

```
***** REPRICE SUMMARY *****
PTC ADT                      NO WAIVER
ITINERARY REPRICED USING CURRENT FARES
ORIGINAL BASE FARE CNY      3300.00
REVISED BASE FARE CNY      3300
BASE FARE DIFF CNY         0.00
REISSUE FARE DIFF CNY      0
TFC DIFF CNY               0
TICKET DIFF CNY            0
SERVICE FEE CNY           0
GRAND TOTAL CNY            0
***** REVISED ITINERARY INFORMATION *****
FSI/CA//BJS*BJS. 28AUG12
S CA 0101Y02SEP PEK0800 1135HKG0S 321 #OCA #FN
*SYSTEM DEFAULT-CHECK EQUIPMENT
*ATTN REPRICED ON 28AUG12*0521
***** FARE CALCULATION *****
PEK
HKG Y10W NVB NVA02SEP 1PC CA
FARE CNY 3300
DIFF CNY 0
TAX PD CNY 90.00 CN PD CNY 181.00 YR
```

操作实例五

5. 出票换开：如果旅客接受换开结果，输入DFSR:A指令后，系统自动生成FC/FN/TC/OI/EI等项并自动加入到新PNR中,手工输入FP项并删除原纪录中TKNE/T/TN项后出票；如果旅客不接受换开结果则恢复原记录或者进一步手工操作

```
1. LI/LI HGZMJP
2. CA101 Y SU02SEP PEKHKG HK1 0800 1135 E S1T1
3. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG
4. 123
5. FC/A/IN/02SEP12BJS A-02SEP13 F-1PC CA HKG 51.83Y10W NUC51.83END ROE6.366000
   RXT EXEMPT CN/P1
6. FC/A/02SEP12BJS A-02SEP13 F-1PC CA HKG 518.37Y10W NUC518.37END ROE6.366000
   /P1
7. SSR ADTK 1E BY BJS24AUG12/1721 OR CXL CA 101 Y01SEP
8. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1
9. SSR INFT CA KK1 PEKHKG 101 Y02SEP LI/XIAOLI 12MAY12/P1
10. OSI YY 1INF LI/XIAOLI INF/P1
11. RMK OT/A/IN/1/18555/INF/CA//BJS*BJS.17AUG12/P1
12. RMK OT/A/1/18555//CA//BJS*BJS.17AUG12/P1
13. RMK TJ BJS191
14. RMK CA/NZFHL1
15. FN/A/IN/RCNY330.00/SCNY0.00/CO.00/ACNY0.00/P1
16. FN/A/RCNY3300.00/SCNY0.00/CO.00/OCNY90.00CN/OCNY181.00YR/ACNY0.00/P1
17. OI/A/IN/999-5066903486#1000BJS10AUG2 08300025/P1
```

操作实例五

注意事项:

- ✓ 成人带婴儿的记录，在旧PNR上进行换开，必须做两次TRI指令。一次是成人换开，一次是婴儿换开
- ✓ 两个换开的运价计算结果都使用DFSR:A插入PNR中后，才能删除SSR TKNE，然后出票

操作实例五

6. 查看换票之后原票与新票状态

```
▶DETR:TN/999-5066903485
ISSUED BY: AIR CHINA                ORG/DST: BJS/HKG                BSP-I
TOUR CODE:
PASSENGER: LI/LI
EXCH:                                CONJ TKT:
O FM:1PEK CA      OPEN  Y OPEN      Y10W                /01SEP3 1PC EXCHANGED
      RL:
      TO: HKG
FARE:                CNY 3300.00 | FOP:CASH
TAX:                CNY 90.00CN | OI:
TAX:                CNY181.00YR
TOTAL:              CNY 3571.00 | TKTN: 999-5066903485
```

```
▶DETR:TN/999-5066903486
ISSUED BY: AIR CHINA                ORG/DST: BJS/HKG                BSP-I
TOUR CODE:
PASSENGER: LI/XIAOLI INF (MAY12)
EXCH:                                CONJ TKT:
O FM:1PEK CA      OPEN  Y OPEN      Y10W                /01SEP3      EXCHANGED
      RL:
      TO: HKG
FARE:                CNY  330.00 | FOP:CASH
TAX:                EXEMPTCN | OI:
TOTAL:              CNY  330.00 | TKTN: 999-5066903486
```

操作实例五

6. 查看换票之后原票与新票状态

```
▶DETR:TN/999-5066903537
ISSUED BY: AIR CHINA                ORG/DST: BJS/HKG                BSP-I
TOUR CODE:
PASSENGER: LI/LI
EXCH: 999-5066903525                CONJ TKT:
O FM:1PEK CA      101  Y 02SEP 0800 OK Y10W          /02SEP3 1PC OPEN FOR USE
      S1T1 RL:MB2ROB /HNDMB31E
      TO: HKG
FC: A 02SEP12BJS CA HKG518.37NUC518.37END ROE6.366000
FARE:          CNY 3300.00 | FOP:CASH
TAX:          PD 90.00CN | OI: 999-5066903525
TAX:          PD 181.00YR |
TOTAL:         CNY   0.00 | TKTN: 999-5066903537
```

```
▶DETR:TN/999-5066903538
ISSUED BY: AIR CHINA                ORG/DST: BJS/HKG                BSP-I
TOUR CODE:
PASSENGER: LI/XIAOLI INF (FEB12)
EXCH: 999-5066903526                CONJ TKT:
O FM:1PEK CA      101  Y 02SEP 0800 NS Y10W          /02SEP3 1PC OPEN FOR USE
      S1T1 RL:MB2ROB /HNDMB31E
      TO: HKG
FC: A 02SEP12BJS CA HKG51.83NUC51.83END ROE6.366000
FARE:          CNY 330.00 | FOP:CASH
TAX:          OI: 999-5066903526
TOTAL:         CNY   0.00 | TKTN: 999-5066903538
```


操作实例六

六、豁免换开客票

注意事项：请参照豁免信息代码表输入或者根据航空公司实际规则操作

例如：旅客原出发日期为26Jun12，现因家属逝世需要将出发日期改为28Jun12

1. 提取票面及旅客纪录

```
**ELECTRONIC TICKET PNR**  
1. TEST/TEST ML1W58  
2. CA965 L TU26JUN PEKFRA HK1 0145 0605 E T3T1  
3. CA966 L SU01JUL FRAPEK HK1 1415 0550+1 E T1T3  
4. 123  
5. T  
6. SSR TKNE CA HK1 PEKFRA 965 L26JUN 9992171002033/1/P1  
7. SSR TKNE CA HK1 FRAPEK 966 L01JUL 9992171002033/2/P1  
8. SSR DOCS CA HK1 P/CHN/P01587033/CN/09APR97/M/07JUN17/CHEN/WEIMING/P1  
9. FN/A/FCNY7350.00/SCNY7350.00/CO.00/XCNY3076.00/TCNY90.00CN/TCNY52.00DE/  
TCNY2934.00XT/ACNY10426.00  
10. TN/999-2171002033/P1  
11. FP/CASH, CNY
```

操作实例六

2. 航段变更：取消未飞航段，订新航段，并删除原记录FN/FP/EI

```
**ELECTRONIC TICKET PNR**  
1. TEST/TEST ML1W58  
2. CA965 L TH28JUN PEKFRA HK1 0145 0605 747 M O R E T3T1  
3. CA966 L SU01JUL FRAPEK HK1 1415 0550+1 E T1T3  
4. 123  
5. T  
6. SSR TKNE CA HK1 PEKFRA 965 L26JUN 9992171002033/1/P1  
7. SSR TKNE CA HK1 FRAPEK 966 L01JUL 9992171002033/2/P1  
8. SSR DOCS CA HK1 P/CHN/P01587033/CN/09APR97/M/07JUN17/CHEN/WEIMING/P1  
9. TN/999-2171002033/P1
```

操作实例六

3. 计算差价：执行TRI指令获得换开结果,TRI:9992171002033/W01

```
FSRE
***** REPRICE SUMMARY *****
PTC ADT WAIVER 1 APPLIED
ITINERARY REPRICED USING CURRENT FARES
ORIGINAL BASE FARE CNY 7350
REVISED BASE FARE CNY 7560
BASE FARE DIFF CNY +210 ADC
REISSUE FARE DIFF CNY +210 ADC
TFC DIFF CNY 0
TICKET DIFF CNY +210 ADC
SVC FEE CNY 0
GRAND TOTAL CNY +210 ADC
REISSUE OR REVAL ONLY ALLOWS REVALIDATION
***** REVISED ITINERARY INFORMATION *****
FSI/CA//PEK*PEK. 25JUN12
S CA 965L28JUN PEK0145 0605FRA0S 747 #OCA #FN
S CA 966L30JUN FRA1415>0550PEK0S 747 #OCA #FN
*ATTN REPRICED ON 25JUN12*1710
RFSONLN/1E /DB1/PAGE 1/2
```

操作实例六

3. 计算差价：执行TRI指令获得换开结果,TRI:9992171002033/W01

```
***** FARE CALCULATION *****
BJS
FRA LKX6MZ          NVB28JUN NVA28JUN 1PC
BJS LKW6MZ          NVB30JUN NVA30JUN 1PC
FARE CNY          7560 EQUIV CNY CNY
TOTAL CNY          210A
28JUN12BJS CA FRA586.34CA BJS611.69NUC1198.03END ROE6.310330
PAID TAX/FEE/CHARGE
PD CNY 90.00CN PD CNY 52.00DE PD CNY 339.00OY
PD CNY 241.00RA PD CNY 52.00YQ PD CNY 2300.00YR TFC END
ENDOS *END/PENALTY APPLS
TKT/TL28JUN12
RFSONLN/1E /DB1/PAGE 2/2
```

操作实例六

4. 出票换开：如果旅客接受换开结果，输入DFSR:A指令后，系统自动生成FC/FN/TC/OI/EI等项并自动加入到新PNR中,手工输入FP项并删除原纪录中TKNE/T/TN项后立即出票；如果旅客不接受换开结果则恢复原记录或者进一步手工操作
5. 查看换票之后原票与新票状态

操作实例七

七、新航段没有座位或者座位情况不明

1. 提取票面及旅客纪录

```
***ELECTRONIC TICKET PNR***
1. TEST/TEST JPS8N2
2. CA981 G WE20JUN PEKJFK HK1 1300 1420 E K1T1
3. CA982 G SA01SEP JFKPEK HK1 1650 1820+1 E T1U1
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG
5. T
6. SSR ADTK 1E BY BJS15JUN12/2024 OR CXL CA 981 G20JUN
7. SSR TKNE CA HK1 PEKJFK 981 G20JUN 9999097797897/1/P1
8. SSR TKNE CA HK1 JFKPEK 982 G01SEP 9999097797897/2/P1
9. SSR DOCS CA HK1 P/CN/G31085812/CN/08SEP63/F/27AUG18/CAO/LIN/P1
10. SSR DOCA CA HK1 D/USA/NO17 STREET2/AUSTIN/TX/12345/P1
11. SSR DOCA CA HK1 R/CN/699 CHANGSHOU RD/SHANGHAI/CN/200060/P1
12. RMK TJ BJS191
13. RMK CA/MXOXS2
14. FN/A/FCNY6250.00/SCNY6250.00/C5.00/XCNY2513.00/TCNY90.00CN/TCNY16.00AY/
    TCNY2407.00XT/ACNY8763.00
15. TN/999-9097797897/P1
16. FP/CASH, CNY
```

操作实例七

2. 航段变更：订新航段

➤ 注意事项：保留旧航段并封口

```
**ELECTRONIC TICKET PNR**
1. TEST/TEST JPS8N2
2. CA981 G WE20JUN PEKJFK HK1 1300 1420 E K1T1
3. CA981 G SU22JUN PEKJFK DW1 1300 1420 E K1T1
4. CA982 G SA01SEP JFKPEK HK1 1650 1820+1 E T1U1
5. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG
6. T
7. SSR ADTK 1E BY BJS15JUN12/2024 OR CXL CA 981 G20JUN
8. SSR TKNE CA HK1 PEKJFK 981 G20JUN 9999097797897/1/P1
9. SSR TKNE CA HK1 JFKPEK 982 G01SEP 9999097797897/2/P1
10. SSR DOCS CA HK1 P/CN/G31085812/CN/08SEP63/F/27AUG18/CAO/LIN/P1
11. SSR DOCA CA HK1 D/USA/NO17 STREET2/AUSTIN/TX/12345/P1
12. SSR DOCA CA HK1 R/CN/699 CHANGSHOU RD/SHANGHAI/CN/200060/P1
13. RMK TJ BJS191
14. RMK CA/MXOXS2
15. FN/A/FCNY6250.00/SCNY6250.00/C5.00/XCNY2513.00/TCNY90.00CN/TCNY16.00AY/
    TCNY2407.00XT/ACNY8763.00
16. TN/999-9097797897/P1
17. FP/CASH, CNY
@I
```

操作实例七

3. 提取PNR，确认新行程订座成功

```
1. TEST/TEST JPS8N2
2. CA981 G WE20JUN PEKJFK HK1 1300 1420 E K1T1
3. CA981 G FR22JUN PEKJFK HK1 1300 1420 E K1T1
4. CA982 G SA01SEP JFKPEK HK1 1650 1820+1 E T1U1
5. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG
6. T
7. SSR ADTK 1E BY BJS15JUN12/2024 OR CXL CA 981 G20JUN
8. SSR TKNE CA HK1 PEKJFK 981 G20JUN 9999097797897/1/P1
9. SSR TKNE CA HK1 JFKPEK 982 G01SEP 9999097797897/2/P1
10. SSR DOCS CA HK1 P/CN/G31085812/CN/08SEP63/F/27AUG18/CAO/LIN/P1
```


操作实例七

4. 删除旧航段、FN、FP、EI (不可删除TKNE)

注意事项：不可封口

```
**ELECTRONIC TICKET PNR**  
1. TEST/TEST JPS8N2  
2. CA981 G FR22JUN PEKJFK HK1 1300 1420 E K1T1  
3. CA982 G SA01SEP JFKPEK HK1 1650 1820+1 E T1U1  
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG  
5. T  
6. SSR ADTK 1E BY BJS15JUN12/2024 OR CXL CA 981 G20JUN  
7. SSR TKNE CA HK1 PEKJFK 981 G20JUN 9999097797897/1/P1  
8. SSR TKNE CA HK1 JFKPEK 982 G01SEP 9999097797897/2/P1  
9. SSR DOCS CA HK1 P/CN/G31085812/CN/08SEP63/F/27AUG18/CAO/LIN/P1  
10. SSR DOCA CA HK1 D/USA/NO17 STREET2/AUSTIN/TX/12345/P1  
11. SSR DOCA CA HK1 R/CN/699 CHANGSHOU RD/SHANGHAI/CN/200060/P1
```

操作实例七

5. 计算差价：执行TRI指令获得换开结果,TRI:9999097797897

```
***** REPRICE SUMMARY *****
PTC ADT                      NO WAIVER
ITINERARY REPRICED USING CURRENT FARES
ORIGINAL BASE FARE CNY      6250.00
REVISED BASE FARE CNY      6500
BASE FARE DIFF CNY          +250  ADC
REISSUE FARE DIFF CNY      +250  ADC
TFC DIFF CNY                0
TICKET DIFF CNY            +250  ADC
SERVICE FEE CNY           +800  ADC
GRAND TOTAL CNY            +1050  ADC
***** REVISED ITINERARY INFORMATION *****
PSI/CA//BJS*BJS.15JUN12
S CA 0981G22JUN PEK1300 1420JFKOS 744 #OCA #FN
S CA 0982G01SEP JFK1650>1820PEKOS 744 #OCA #FN
*SYSTEM DEFAULT-CHECK EQUIPMENT
*US FLT SGMNT TAX MAY APPLY. (REFER TAX CODE US. ZP)
*ATTN REPRICED ON 15JUN12*0905
***** FARE CALCULATION *****
PEK
JFK GJWHU6M NVB22JUN NVA22JUN 2PC CA
PEK GJWHU6M NVB01SEP NVA01SEP 2PC CA
```

操作实例七

5. 计算差价：执行TRI指令获得换开结果,TRI:9999097797897

```
FARE CNY      6500
DIFF CNY       250
TAX   CNY      800 OC PD CNY   90.00 CN PD CNY 2423.00 OXT
TOTAL CNY     1050
22JUN12BJS CA NYC515.02 CA BJS515.02 NUC1030.04END ROE6.3103
30
PAID TAX/FEE/CHARGE
OXT CNY 16.00 AY CNY 214.00 US CNY 32.00 XA CNY 45.00 XY
OXT CNY 35.00 YC CNY 52.00 YQ CNY 2000.00 YR
OXT CNY 29.00
ENDOS *NONEND/PENALTY APPLY
TKT/TL15JUN12
```

操作实例七

6. 出票换开：如果旅客接受换开结果，输入DFSR:A指令后，系统自动生成FC/FN/TC/OI/EI等项并自动加入到新PNR中,手工输入FP项并删除原纪录中TKNE/T/TN项后立即出票；如果旅客不接受换开结果则恢复原记录或者进一步手工操作

```
1. TEST/TEST JPS8N2
2. CA981 G FR22JUN PEKJFK HK1 1300 1420 E K1T1
3. CA982 G SA01SEP JFKPEK HK1 1650 1820+1 E T1U1
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG
5. FC/A/22JUN12BJS B-22JUN12 A-22JUN12 F-2PC CA NYC 515.02GJWHU6M B-01SEP12
   A-01SEP12 CA BJS 515.02GJWHU6M NUC1030.04END ROE6.3103 OXT
   CNY16.00AYCNY214.00USCNY32.00XACNY45.00XYCNY35.00YCCNY52.00YQCNY2000.00YR
   CNY29.00XFJFK4.5/P1
6. SSR ADTK 1E BY BJS15JUN12/2024 OR CXL CA 981 G20JUN
7. SSR DOCS CA HK1 P/CN/G31085812/CN/08SEP63/F/27AUG18/CAO/LIN/P1
8. SSR DOCA CA HK1 D/USA/NO17 STREET2/AUSTIN/TX/12345/P1
9. SSR DOCA CA HK1 R/CN/699 CHANGSHOU RD/SHANGHAI/CN/200060/P1
10. RMK OT/A/1/18555//CA//BJS*BJS.15JUN12/P1
11. RMK TJ BJS191
12. RMK CA/MX0XS2
13. FN/A/RCNY6500.00/SCNY250.00/CO.00/XCNY800.00/TCNY800.00OC/OCNY90.00CN/
   OCN2423.00XT/ACNY1050.00/P1
14. OI/A/999-9097797897#1200BJS15JUN2 08300025/P1
15. EI/A/NONEND/PENALTY APPLY/P1
16. FP/CASH, CNY
```

操作实例七

7. 查看换票之后原票与新票状态

```
▶DETR:TN/999-9097797897
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
E/R: NONEND/PENALTY APPLY
TOUR CODE:
PASSENGER: TEST/TEST
EXCH:                                CONJ TKT:
O FM:1PEK CA      OPEN  G OPEN      GJXHU6M      20JUN2/20JUN2 2PC EXCHANGED
      RL:
O TO:2JFK CA      OPEN  G OPEN      GJWHU6M      01SEP2/01SEP2 2PC EXCHANGED
      RL:
      TO: PEK
FARE:          CNY 6250.00 | FOP:CASH
TAX:           CNY 90.00CN | OI:
TAX:           CNY 16.00AY
TAX:           CNY214.00US | FOR ALL TAXES: ▶DETR:TN/999-9097797897, X
TOTAL:         CNY 8763.00 | TKTN: 999-9097797897
```

操作实例七

7. 查看换票之后原票与新票状态

```
▶DETR:TN/999-9097797898
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
E/R: NONEND/PENALTY APPLY
TOUR CODE:
PASSENGER: TEST/TEST
EXCH: 999-9097797897                CONJ TKT:
O FM:1PEK CA      981  G 22JUN 1300 OK GJWHU6M      22JUN2/22JUN2 2PC OPEN FOR USE
      K1T1 RL:MXOXS2 /JPS8N21E
O TO:2JFK CA      982  G 01SEP 1650 OK GJWHU6M      01SEP2/01SEP2 2PC OPEN FOR USE
      T1U1 RL:MXOXS2 /JPS8N21E
      TO: PEK
FC: A 22JUN1222JUN12BJS CA NYC 515.02GJWHU6M CA BJS 515.02GJWHU6M NUC1030.
04END ROE6.3103 PD XFJFK4.5
FARE:          CNY 6500.00 | FOP:CASH
TAX:           CNY800.00OC | OI: 999-9097797897
TAX:           PD 90.00CN
TAX:           PD 16.00AY | FOR ALL TAXES: ▶DETR:TN/999-9097797898, X
TOTAL:         CNY 1050.00 | TKTN: 999-9097797898
```

操作实例八

八、部分已使用客票的换开

例：原票去程已飞，将回程改期到30NOV12

1. 提取票面及旅客纪录

```
1. TEST/T JMFVEP
2. CA111 Y TH15NOV PEKHKG HK1 0930 1305 E K1T1
3. CA118 Y SU25NOV HKGPEK HK1 0830 1145 E T1T2
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG
5. T
6. SSR ADTK 1E BY BJS08NOV12/1609 OR CXL CA ALL SEGS
7. SSR TKNE CA HK1 PEKHKG 111 Y15NOV 9995066903579/1/P1
8. SSR TKNE CA HK1 HKGPEK 118 Y25NOV 9995066903579/2/P1
9. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1
10. RMK TJ BJS191
11. RMK CA/NCPJPZ
12. FN/A/FCNY6020.00/SCNY6020.00/C5.00/XCNY607.00/TCNY90.00CN/TCNY97.00HK/
    TCNY420.00YR/ACNY6627.00
13. TN/999-5066903579/P1
14. BJS191
```

操作实例八

2. 提取旅客原票面

```
▶DETR:TN/999-5066903579
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
TOUR CODE:
PASSENGER: TEST/T
EXCH:                                CONJ TKT:
O FM:1PEK CA      111  Y 15NOV 0930 OK Y1RT      /15NOV3 1PC USED/FLOWN
      K1T1 RL:NCPJPZ /JMFVEP1E
O TO:2HKG CA      118  Y 25NOV 0830 OK Y1RT      /15NOV3 1PC OPEN FOR USE
      T1T2 RL:NCPJPZ /JMFVEP1E
      TO: PEK
FC: A  15NOV12BJS CA HKG472.09CA BJS Q4.25 472.09NUC948.43END ROE6.344020
FARE:          CNY 6020.00 | FOP:CASH
TAX:           CNY 90.00CN | OI:
TAX:           CNY 97.00HK
TAX:           CNY420.00YR
TOTAL:         CNY 6627.00 | TKTN: 999-5066903579
```


操作实例八

3. 航段变更：订新航段

```
**ELECTRONIC TICKET PNR**  
1. TEST/T JMFVEP  
2. CA111 Y TH15NOV PEKHKG HK1 0930 1305 E K1T1  
3. CA118 Y SU25NOV HKGPEK HK1 0830 1145 E T1T2  
4. CA118 Y FR30NOV HKGPEK DK1 0830 1145 321 B 0 R E T1T2  
5. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG  
6. T  
7. SSR ADTK 1E BY BJS08NOV12/1609 OR CXL CA ALL SEGS  
8. SSR TKNE CA HK1 PEKHKG 111 Y15NOV 9995066903579/1/P1  
9. SSR TKNE CA HK1 HKGPEK 118 Y25NOV 9995066903579/2/P1  
10. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1  
11. RMK TJ BJS191  
12. RMK CA/NCPJPZ  
13. FN/A/FCNY6020.00/SCNY6020.00/C5.00/XCNY607.00/TCNY90.00CN/TCNY97.00HK/  
TCNY420.00YR/ACNY6627.00  
14. TN/999-5066903579/P1  
15. BJS191
```

操作实例八

4. 删除旧航段、FN、FP、EI (不可删除TKNE)

➤ 注意事项：已飞航段仍保留在PNR中，无需删除

```
**ELECTRONIC TICKET PNR**
```

```
1. TEST/T JMFVEP
```

```
2. CA111 Y TH15NOV PEKHKG HK1 0930 1305 E K1T1
```

```
3. CA118 Y FR30NOV HKGPEK DK1 0830 1145 321 B 0 R E T1T2
```

```
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG
```

```
5. T
```

```
6. SSR ADTK 1E BY BJS08NOV12/1609 OR CXL CA ALL SEGS
```

```
7. SSR TKNE CA HK1 PEKHKG 111 Y15NOV 9995066903579/1/P1
```

```
8. SSR TKNE CA HK1 HKGPEK 118 Y25NOV 9995066903579/2/P1
```

```
9. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1
```

```
10. RMK TJ BJS191
```

```
11. RMK CA/NCPJPZ
```

操作实例八

5. 计算差价：执行TRI指令获得换开结果,TRI:9995066903579

```
▶tri:9995066903579
***** REPRICE SUMMARY *****
PTC ADT                NO WAIVER
ITINERARY REPRICED USING HISTORICAL FARES
ORIGINAL BASE FARE CNY      6020.00
REVISED BASE FARE  CNY      6020
BASE FARE DIFF       CNY      0.00
REISSUE FARE DIFF   CNY        0
TFC DIFF            CNY        0
TICKET DIFF         CNY        0
SERVICE FEE        CNY        0
GRAND TOTAL         CNY        0
***** REVISED ITINERARY INFORMATION *****
FSI/CA//BJS*BJS. 12NOV12
S CA  0111Y15NOV PEK0930 1305HKG0S      EQP  #OCA #FY
S CA  0118Y30NOV HKG0830 1145PEK0S      321  #OCA #FN
*SYSTEM DEFAULT-CHECK EQUIPMENT
*ATTN REPRICED ON 12NOV12*0254
***** FARE CALCULATION *****
PEK
HKG Y1RT                NVB          NVA15NOV 1PC CA
PEK Y1RT                NVB          NVA15NOV 1PC CA
FARE  CNY                6020
```

操作实例八

6. 出票换开：如果旅客接受换开结果，输入DFSR:A指令后，系统自动生成FC/FN/TC/OI/EI等项并自动加入到新PNR中,手工输入FP项并删除原纪录中TKNE/T/TN项后立即出票；如果旅客不接受换开结果则恢复原记录或者进一步手工操作

****ELECTRONIC TICKET PNR****

```
1. TEST/T JMFVEP
2. CA111 Y TH15NOV PEKHKG HK1 0930 1305 E K1T1
3. CA118 Y FR30NOV HKGPEK DK1 0830 1145 321 B 0 R E T1T2
4. BJS/T BJS/T-65538922/CHINA AIR SERVICE COMPANY/HOU ZHU ABCDEFG
5. FC/A/15NOV12BJS A-15NOV12 F-1PC CA T-HKG 472.09Y1RT A-15NOV13 CA BJS Q4.25
   472.09Y1RT NUC948.43END ROE6.344020/P1
6. SSR ADTK 1E BY BJS08NOV12/1609 OR CXL CA ALL SEGS
7. SSR TKNE CA HK1 PEKHKG 111 Y15NOV 9995066903579/1/P1
8. SSR TKNE CA HK1 HKGPEK 118 Y25NOV 9995066903579/2/P1
9. SSR DOCS CA HK1 P/CN/W40095412/CN/27SEP90/F/23JUL13/LI/QIAN/P1
10. RMK OT/A/1/12144//CA//BJS*BJS. 12NOV12/P1
11. RMK TJ BJS191
12. RMK CA/NCPJPZ
13. FN/A/RCNY6020.00/SCNY0.00/C3.00/OCNY90.00CN/OCNY97.00HK/OCNY420.00YR/
   ACNY0.00/P1
14. OI/A/999-5066903579#0200BJS25OCT2 08300025/P1
15. TN/999-5066903579/P1
16. BJS191
```

操作实例八

7. 查看换票之后原票与新票状态 原票未飞航段变为EXCHANGED

```
▶DETR:TN/999-5066903579
ISSUED BY: AIR CHINA                ORG/DST: BJS/BJS                BSP-I
TOUR CODE:
PASSENGER: TEST/T
EXCH:                                CONJ TKT:
O FM:1PEK CA      111  Y 15NOV 0930 OK Y1RT                /15NOV3 1PC USED/FLOWN
      KIT1 RL:NCPJPZ /JMFVEP1E
O TO:2HKG CA      OPEN  Y OPEN                Y1RT                /15NOV3 1PC EXCHANGED
      RL:
      TO: PEK
FC: A  15NOV12BJS CA HKG472.09CA BJS Q4.25 472.09NUC948.43END ROE6.344020
FARE:                CNY 6020.00 | FOP:CASH
TAX:                 CNY 90.00CN | OI:
TAX:                 CNY 97.00HK
TAX:                 CNY420.00YR
TOTAL:               CNY 6627.00 | TKTN: 999-5066903579
```

操作实例八

7. 查看换票之后原票与新票状态
新票只含未飞航段，状态为OPEN FOR USE

```
▶DETR:TN/999-5066903580
ISSUED BY: AIR CHINA          ORG/DST: BJS/BJS          BSP-I
TOUR CODE:
PASSENGER: TEST/T
EXCH: 999-5066903579          CONJ TKT:
O FM:1HKG CA          118  Y 30NOV 0830 OK Y1RT          /15NOV3 1PC OPEN FOR USE
      T1T2 RL:NCPJPZ  /JMFVEP1E
      TO: PEK
FC: A  15NOV12BJS CA HKG472.09CA BJS Q4.25 472.09NUC948.43END ROE6.344020
FARE:          CNY 6020.00 | FOP:CASH
TAX:          PD  90.00CN | OI: 999-5066903579
TAX:          PD  97.00HK
TAX:          PD 420.00YR
TOTAL:         CNY   0.00 | TKTN: 999-5066903580
```

中國航信

TravelSky Technology Limited

谢谢
Thanks



中国民航信息网络股份有限公司
TravelSky Technology Limited