



自动退票

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自动退票

1. 提醒

1.1 退票规则

- 请透过以下BSP link 的连结参考BSP Quick Reference:
<http://www.iata.org/customer-portal/Pages/LocalResourceCenter.aspx>

1.2 Penalty 罚金

- 除非有航空公司授权否则所有的退票罚金都要包含在退票内

1.3 Tax(es) 税金

- 依机票上打印的税金数据请详列所有税金

1.4 Used Fare amount 已使用价

- 如果发生票价部分已使用，则需要计算已使用的票价金额

2. 自动退票的小窍门

2.1 打开电子机票号码*TE/1601234567890 以确保以下的数据是正确的

- ✓ 旅客姓名
- ✓ 机票号码
- ✓ 所有航班状态都显示“OPEN”

2.2 退净价机票的税金且部份使用

- *TRN1 – Cash Amount Used 使用金额(永远输入“Face Value” 票面价)
- *TRN2 – NET 净价字段自动填充为自动填充“Y – Yes”
- *TRN2 – NET 金额必须输入 HKD 0 盖住原本净价

2.3 在第一页的画面输入佣金百分比，因此航空公司可以正确的扣回佣金，避免 **ADM** 生。

3. 主要指令

3.1 电子机票退票

My Travelport 答案编号 **KB0011199**

TRNEaaannnnnnnnnn/ddmmm

指令	航司数字代码	机票号码	开票日期

**如果您收到以下错误讯息“USE OW MODIFIER TO MANUALLY INPUT OWNING AGENCY PCC”，则您需要在退票的指令内输入自己的旅行社 PCC。

指令: **TRNE**aaannnnnnnnnn/**OW**PCC/ddmmm

3.2 取消退票

(仅限退票当日可以取消)

TRNCaaannnnnnnnnn

指令 | | |
航司数字代码 | | |
 机票号码

注意:

- 只有适用此功能的航空公司可以取消退票， 请参考 **My Travelport 答案编号 KB0015461** 来查询哪些航空公司允许取消退票。
- 退票仅当天可以取消退票

4. 过去日期的票价查询(仅限参考用)

- 指定过去日期的票价查询 (IFD 参考用)

FQ.T12JUN22 含税费的历史票价

FQ.H12JUN22 含当前税费的历史票价

- 指定旅游日期和过去开票日期的票价查询

FDHKGBKK01JUN22/CX.T11MAY22

显示票价罚金种类的指令: FN*3/16

5. 重新打印退票收据

(退票后 7 天内的日期可使用)

TSDRaaannnnnnnnnn/ddmmm

指令 | | | | |
航司数字代码 | | | | |
 机票号码 | | | | |
 退票日期

6. 机票报表

6.1 TINS Report 机票报表

所有的报表
仅显示退票报表

HMPR
HMPR/16JUN-31JUN/REF

6.2 Enhanced TINS Report 进阶机票报表

My Travelport 答案编号 **KB0011486**

您也可以使用进阶机票报表的搜索和分类的功能。

步骤 1

指令: **HMPR*/E/**

```
>HMPRR/      ENHANCED TINS REPORT REQUEST SCREEN

DATE OR DATE RANGE  .....-.....  DAILY      ..
GTID                .....        PERIOD      ..
BRANCH PSEUDO       .....        SUMMARY     ..
CURRENCY CODE       ....         SEARCH/SORT ..
>
```

步骤 2

在此表格输入相关数据。

```
>HMPRR/      ENHANCED TINS REPORT REQUEST SCREEN

DATE OR DATE RANGE  ·01JUN22·15JUN22  DAILY      ..
GTID                .....        PERIOD      ·X
BRANCH PSEUDO       .....        SUMMARY     ..
CURRENCY CODE       ....         SEARCH/SORT ·X
>
```

步骤 3

在此搜索/分类的表格， 挑选Transaction Type 及输入 RF。

```
>HMPRS/  SEARCH AND/OR SORT REQUEST SCREEN
      ENTER ITEM NBRS FROM THIS LIST:  *ITEM 6 SORT ONLY*
1.TICKET NBR      7.FOP TYPE S/CC      13.DOCUMENT TYPE
2.STOCK CNTRL NBR 8.FOP CODE AX/ETC      14.TICKET MEDIA
3.AIRLINE NBR     9.CUST ID CI.          15.TRANSACTION TYPE
4.INVOICE NBR    10.CUST NBR  DI.AC-    16.ID FIELD ID.
5.PASSENGER NAME 11.STP/CBSTP IATA
6.ISSUE DATE     12.AGENT SIGN-ON

SEARCH FOR ITEMS WHERE ITEM NBR ·15 IS EQUAL TO ·RF.....
ALSO EQUAL TO ..... ALSO IS EQUAL TO .....
SORT BY ITEM NBR .. THEN BY ITEM NBR ... SUBTOTALS ..
>
```

GALILEO HK CLASSROOM A				PERIOD ACTIVITY REPORT			
UNIT 02-08 23F BEA TOWER				01 JUN 22 - 15 JUN 22			
MILLENNIUM CITY 5, 418 KWUN TONG RD							
CURRENCY CODE HKD				IATA-13305213		TOTAL 00001	

TICKET NBR	---	CONJ		AGENT		STOCK NBR	STP/CBSTP
						HOST SCN	
AL M DT FP TT MR	PASSENGER			BFRLOC		INVNBR	
BASE/EQV	TOTAL			TAX		COM AMT	
	TAX 1		TAX 2		TAX 3		*FEES
FOP DETAIL	NFR			BOOKAGT		BPCC CC AUTH	
FB/TD	FCI TC		NF				
AI	ASF		IF		NR VC		

217	9902674038			C33961			
TG E	S	RF MR	LAU/MARWITZMS	Z8ZKFI			
	5530		5658		128		289
		120HK	8E7		0		
				C33961	79E4	1234	

自动退票范例 (非信用卡付款)

情境 1: Normal Full Refund 正常全额退票

Normal ticket/全程未用 -016 9331670012

Gross fare	票面总价	: HKD26320
Used fare	已使用票价	: HKD0
Cancellation charge	退票手续费	: HKD1200
Refundable tax	可退税金	: HKD585
Total refundable amount	可退总金额	: HKD25705

(Gross + Unused Taxes – Canx Charge) = Refund
 [26320 + 585 - 1200] = 25705

屏幕 1

```

>*TRN1                                01                PAGE 1 OF 4
DATE OF REFUND: 13JUN22 ORIGINAL COMM RATE ·5.00. CURRENCY HKD HKD
ISSUE DATE OF REFUNDED DOC 13JUN2202 AIRLINE UA03 DOM/INT I
04 PASSENGER NAME LAI/MINGONMR
DOCUMENT NUMBER 0169331670012105 THRU DOC
06 UNUSED COUPONS FOR DOC1: 123 DOC2: DOC3:
UNUSED COUPONS FOR DOC4: DOC5: DOC6:
07 CASH AMT EX TAX PAID 26320 CASH AMOUNT USED .0.....
CREDIT AMT EX TAX PAID CREDIT AMOUNT USED .....
09 TOTAL TAX AMOUNT PAID 585 10 CANCELLATION CHARGE ·1200...
11 UNUSED TAXES TO BE REFUNDED Y/N ·Y
    
```

- | | |
|--------------------------------|---|
| 01 COMM RATE | 输入佣金百分比 |
| 02 AIRLINE | 输入 2 码的航空公司代码 |
| 03 DOM/INT | 国内线输入D，国际线输入 I |
| 04 PASSENGER NAME | 输入旅客姓名 |
| 05 THRU | 如果是连号机票输入X 并输入最后一张连票号码含检查码 |
| 06 UNUSED COUPONS | 输入退票的飞行票券(coupons) 编号， 如果全部以使用输入 “N” 。 |
| 07 CASH AMT EX TAX PAID | 不含税金的退票总金额 |
| 08 CASH AMOUNT USED | 若为部份退票， 请输入已使用的机票金额 |
| 09 TOTAL TAX AMOUNT PAID | 输入已付税金总金额 |
| 10 CANCELLATION CHARGE | 输入退票手续费 |
| 11 UNUSED TAXES TO BE REFUNDED | 如果在 TOTAL TAX PAID 有输入税金数据且有税金可退，请输入Y， 否则请输入 N。 |

税金明細屏幕

```
>*TRNTAX
1: ·160.....·G3 2: ·120.....·HK 3: ·50.....·I5 4: ·88 ... ..·AY
5: ·31.....·XA 6: ·35.....·XF 7: ·55.....·XY 8: ·46 ... ..·YC
```

TX1 输入税金金额且tab到下一个字段输入 2 码的税金代码
 BT01 如果有 ZP 税， 请输入 ZP 税的明細(例如: LAX 3)

屏幕 2

```
>*TRN2 12 A/L AUTHORITY ..... PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
13 PFC1·ORD ·4.50. PFC2·... .. PFC3·... .. PFC4·... ..
CREDIT CARD CODE CARD NUMBER
EXPIRY DATE ..... REFUND AMOUNT .....
CREDIT FOP CODE NUMBER
EXPIRY DATE ..... REFUND AMOUNT .....
14 COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ...../ .....
15 TOUR CODE 16 NET Y/N ·N 17 NET FARE AMT
TOTAL CREDIT REFUND DUE 0
TOTAL CASH REFUND DUE 25705 18 THIRD SCREEN Y/N ·N
```

12 A/L AUTHORITY 输入航空公司提供的豁免代码 (最多 19 个字符)
 13 PFC 如果有旅客设施费,请输入(例如: MIA 4.5)
 14 COMM PERCENT/AMOUNT ON CANCELLATION CHARGE 输入退票手续费的佣金百分比或金额
 15 TOUR CODE 输入机票上的旅游代码
 16 NET 如果是净价输入Y, 不是净价输入N
 17 NET FARE 输入含币值的净价金额。
 请注意此净价金额不会显示在退票收据上。
 18 THIRD SCREEN 输入N

注意:

A / L Authority 允许输入航空公司要求的豁免代码'Waiver Code', 最多 19 个字符

情境 2: Normal Partial Refund 正常的部份退票

Normal ticket/部份使用 - 131 9331670014

Gross fare	票面总价	: HKD12970
Used fare	已使用票价	: HKD6480 (Cash amount used)
Cancellation charge	退票手续费	: HKD800
Refundable tax	可退税金	: HKD344
Total refundable amount	可退总金额	: HKD6034

(Gross – Used fare + Unused taxes – Canx Charge) = Refund
 [12970 - 6480 + 344 - 800] = 6034

屏幕 1

```

>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 13JUN22 ORIGINAL COMM RATE 7.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 13JUN22 AIRLINE ·JL· DOM/INT I
PASSENGER NAME HIRASAWA/MASATOMR
DOCUMENT NUMBER 13193316700141 THRU DOC
UNUSED COUPONS FOR DOC1: ·34      DOC2:          DOC3:
UNUSED COUPONS FOR DOC4:          DOC5:          DOC6:
CASH AMT EX TAX PAID      12970  CASH AMOUNT USED      ·6480.....
CREDIT AMT EX TAX PAID          CREDIT AMOUNT USED    ·.....
TOTAL TAX AMOUNT PAID      839   CANCELLATION CHARGE  ·800.....
UNUSED TAXES TO BE REFUNDED Y/N ·Y
    
```

```

>*TRNTAX
1: ·20.....·JP 2: ·55.....·HJ 3: ·156.....·SW 4: ·39.....·OI
5: ·74.....·TK 6: ·.....·7: ·.....·8: ·.....·
    
```

屏幕 2

```

>*TRN2  A/L AUTHORITY ·..... PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·.... ·..... PFC2·.... ·..... PFC3·.... ·..... PFC4·.... ·.....
CREDIT CARD CODE      CARD NUMBER
EXPIRY DATE  ·.... REFUND AMOUNT ·.....
CREDIT FOP CODE      NUMBER
EXPIRY DATE  ·.... REFUND AMOUNT ·.....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ·...../ ·.....
TOUR CODE           NET Y/N ·N NET FARE AMT  ·.....
TOTAL CREDIT REFUND DUE 0
TOTAL CASH REFUND DUE   6034                THIRD SCREEN Y/N ·N
    
```

情境 3: Net Full Refund 净价全额退票

Nett fare/全程未用 - 1609331670013

Gross fare	票面总价	: HKD4810
Nett fare	净价	: HKD2823
Cash Amount used	已使用票价	: HKD1987 (4810-2823)
Cancellation charge	退票手续费	: HKD800
Refundable tax	可退税金	: HKD495
Commission amount (0.00)	佣金百分比(0.00)	: HKD0
Total refundable amount	可退总金额	: HKD2518

(Net Fare + Unused taxes – Canx charge) = Refund
 [2823 + 495 - 800] = 2518

屏幕 1

```

>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 13JUN22 ORIGINAL COMM RATE 0.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 13JUN22 AIRLINE .CX. DOM/INT I
PASSENGER NAME CHIU/TAKKEUNGMR
DOCUMENT NUMBER 16093316700134 THRU DOC
UNUSED COUPONS FOR DOC1: .12.. DOC2: DOC3:
UNUSED COUPONS FOR DOC4: DOC5: DOC6:
CASH AMT EX TAX PAID 4810 CASH AMOUNT USED .1987....
CREDIT AMT EX TAX PAID CREDIT AMOUNT USED .....
TOTAL TAX AMOUNT PAID 495 CANCELLATION CHARGE .800.....
UNUSED TAXES TO BE REFUNDED Y/N .Y
    
```

```

>*TRNTAX
1: .90.....G3 2: .120...HK 3: .50.....I5 4: .35.....OP
5: .200....SG 6: ..... 7: ..... 8: .....
    
```

屏幕 2

```

>*TRN2 A/L AUTHORITY ..... PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1.... PFC2.... PFC3.... PFC4....
CREDIT CARD CODE CARD NUMBER
EXPIRY DATE ..... REFUND AMOUNT .....
CREDIT FOP CODE NUMBER
EXPIRY DATE ..... REFUND AMOUNT .....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ...../ .....
TOUR CODE HKG7100/F38 NET Y/N .Y NET FARE AMT HKD. 2823
TOTAL CREDIT REFUND DUE 0
TOTAL CASH REFUND DUE 2518 THIRD SCREEN Y/N .N
    
```

情境 4: **Net Partial Refund** 净价部份退票
(净价机票仅退税)

Nett fare/部份使用 - 043 9331670024

Gross fare	票面总价	: HKD3650
Nett fare	净价	: HKD1833
Used nett fare	已使用净价	: HKD917
Cash amount used	已使用票价	: HKD2734 (3650-1833+917)
Refundable tax	可退税金	: HKD132
Cancellation charge	退票手续费	: HKD800
Commission amount (0.00)	佣金百分比(0.00)	: HKD0
Total refundable amount	可退总金额	: HKD701

(Net Fare – Used Net Fare + Unused Taxes – Canx charge) = Refund
[1833 - 917 + 132 - 800] = 701

屏幕 1

```

>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 13JUN22 ORIGINAL COMM RATE 0.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 13JUN22 AIRLINE ·KA. DOM/INT I
PASSENGER NAME LIU/NINGMS
DOCUMENT NUMBER 04393316700242 THRU DOC
UNUSED COUPONS FOR DOC1: ·34.. DOC2: DOC3:
UNUSED COUPONS FOR DOC4: DOC5: DOC6:
CASH AMT EX TAX PAID 3650 CASH AMOUNT USED ·2734....
CREDIT AMT EX TAX PAID CREDIT AMOUNT USED .....
TOTAL TAX AMOUNT PAID 392 CANCELLATION CHARGE ·800.....
UNUSED TAXES TO BE REFUNDED Y/N ·Y
    
```

```

>*TRNTAX
1: ·132.....·TW 2: ..... 3: ..... 4: · .....
    
```

屏幕 2

```

>*TRN2 A/L AUTHORITY ..... PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·... ·..... PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
CREDIT CARD CODE CARD NUMBER
EXPIRY DATE ·... REFUND AMOUNT .....
CREDIT FOP CODE NUMBER
EXPIRY DATE ·... REFUND AMOUNT .....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ...../ .....
TOUR CODE 021HK/TW NET Y/N ·Y NET FARE AMT HKD· 0 ←
TOTAL CREDIT REFUND DUE 0
TOTAL CASH REFUND DUE 701 THIRD SCREEN Y/N ·N
    
```


报表和退票收据

报表范例

GALILEO HK CLASSROOM A		TINS REPORT		16 JUL 22		
CURRENCY CODE	HKD	IATA NUMBER 13305213				
A/L TKT/STOCK NBR	PASSENGER NAME	FARE	TAX	COMM	FOP	
			*FEES			
217E9902674038	LAU/MARWITZMS	4872	128	5.00	CR	
		908			IN	
217 9902674038	LAU/MARWITZMS	530	128	5.00	FS	
		5000			CR	
		RFND-				
016E9902674039	LAM/POYUEMS	17830	387	5.00	CR	
		200			IN	
016 9902674039	LAM/POYUEMS	0	387	5.00	FS	
		17780			CR	
		RFND-				
220E9902674040	CHOW/EMILYMS	16060	600	5.00	CR	
		500			IN	
220 9902674040	CHOW/EMILYMS	0	600	5.00	FS	
		16310			CR	
		RFND-				

进阶机票报表TINS 的范例

GALILEO HK CLASSROOM A		PERIOD ACTIVITY REPORT	
UNIT 02-08 23F BEA TOWER		01 JUN 22 - 15 JUN 22	
MILLENNIUM CITY 5, 418 KWUN TONG RD			
CURRENCY CODE HKD		IATA-13305213	TOTAL 00006

TICKET NBR----	CONJ	AGENT	STOCK NBR
			HOST SCN
AL M DT FP TT MR	PASSENGER		BFRLOC
BASE/EQV	TOTAL		TAX
	TAX 1	TAX 2	TAX 3
FOP DETAIL	NFR	BOOKAGT	BPCC CC AUTH
FB/TD	FCI TC	NF	
AI	ASF	IF	NR VC

217	9902674038	C33961	
TG E	AX MR	LAU/MARWITZMS	Z8ZKFI
	5780	5908	128
		8E7	0
	120HK		
	*****0028		C33961 79E4 1234
	FOWPHK	G	
217	9902674038	C33961	
TG E	S RF MR	LAU/MARWITZMS	Z8ZKFI
	5530	5658	128
		8E7	0
	120HK		
	*****0028		C33961 79E4 1234
	FOWPHK	G	
	REFUND -		
016	9902674039	E22909	
UA E	AX MR	LAM/POYUEMS	ZGJH9G
	18030	18417	387
		138US	129XT
	120HK		
	*****0028		E22909 79E4 1088
	BFFJAO	G	
016	9902674039	E22909	
UA E	S RF MR	LAM/POYUEMS	ZGJH9G
	17780	18167	387
		138US	129XT
	120HK		
	*****0028		E22909 79E4 1088
	BFFJAO	G	
	REFUND -		
220	9902674040	E22909	
LH E	AX MR	CHOW/EMILYMS	JPMN7D
	16560	17160	600
		0	0
	600HK		
	*****0028		E22909 79E4 1234

退票收据的范例

REFUND NOTICE	DATE OF ISSUE	GALILEO HK CLASSROOM A	
PASSENGER NAME	16JUL22		
LAU/MARWITZMS		HK	
INTERNATIONAL	TOUR CODE	13305213	
		REFUNDED DOCUMENTS	CPNS NET
		016 9903673097 4	123 N
FARE PAID	26320		
FARE USED	0		
FARE RFND	26320		
CANX FEE	1200		
TAX RFND	585	COMM 5.00	
TAX1	160G3	TAX2	120HK
TAX3	50I5	TAX4	88AY
TAX5	31XA	TAX6	35XF
TAX7	55XY	TAX8	46YC
		ORIGINAL TICKET NUMBER EXCHANGE	
		CARD NUMBER	
CASH	25705		
CREDIT	0		
TOTAL	25705	AIRLINE AUTHORITY	
		773UA75879333	
		WAIVER CODE	
		WAIVER CODE 1234	
REMARKS FREEFORM TEXT MESSAGE			

自动退票范例(信用卡付款)

情境 1: **Normal Full Refund with single form of payment** 正常的全额退票单一付款方式

机票号码: **78199004715653**

Gross fare	票面总价	: HKD10430
Total amount of tax paid	已付税金总金额	: HKD661
Used fare	已使用费用	: HKD0
Cancellation charge	退票手续费	: HKD800
Refundable tax	可退税金	: HKD661
Commission amount	佣金百分比	: 5%
Total refundable amount	可退票总金额	: HKD10291

(Gross + Refundable taxes – Canx Charge) = Refund
 [10430 + 661 - 800] = 10291

屏幕 1

```

>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 30JUN22 ORIGINAL COMM RATE 5.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 30JUN22 AIRLINE .CX. DOM/INT I
PASSENGER NAME SMITH/JOHNMR
DOCUMENT NUMBER 78199004715653 THRU DOC
UNUSED COUPONS FOR DOC1: .123          DOC2:          DOC3:
UNUSED COUPONS FOR DOC4:          DOC5:          DOC6:
CASH AMT EX TAX PAID          CASH AMOUNT USED          .....
CREDIT AMT EX TAX PAID      13760 CREDIT AMOUNT USED      0.....
TOTAL TAX AMOUNT PAID      921 CANCELLATION CHARGE      800.....
UNUSED TAXES TO BE REFUNDED Y/N .Y
    
```

```

>*TRNTAX
1: .90.....G3 2: .120.....HK 3: .50.....I5 4: .101.....CN
5: .39.....OI 6: .156.....SW 7: .74.....TK 8: .31.....YQ
    
```

屏幕 2

```

>*TRN2  A/L AUTHORITY .....                PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1..... ..... PFC2..... ..... PFC3..... ..... PFC4..... .....
CREDIT CARD CODE AXCARD NUMBER 370000000000028
EXPIRY DATE .0226 REFUND AMOUNT .10291...
CREDIT FOP CODE      NUMBER
EXPIRY DATE ..... REFUND AMOUNT .....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ...../ .....
TOUR CODE          NET Y/N .N NET FARE AMT
TOTAL CREDIT REFUND DUE 10291
TOTAL CASH REFUND DUE 0          THIRD SCREEN Y/N .N
    
```

情境 2: Normal Full Refund with multiple form of payment 全额退票含多种付款方式

机票号码: 04399004715664

Gross fare 票面金额 : HKD9350
 Total amount of tax paid 已付税金总金额 : HKD431
 FOP1: Credit card – HKD9280
 FOP2: INVAGT– HKD501 (HKD70 + HKD431)
 Used fare 已使用票价 : HKD0
 Cancellation charge 退票手续费 : HKD800
 Refundable tax 可退税金 : HKD431
 Commission amount 佣金百分比 : 5%
 Total refundable amount 可退票总金额 : HKD8981
 (Gross + Refundable taxes – Canx Charge) = Refund
 [9350 + 431 – 800] = 8981

屏幕 1

```
>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 30JUN22 ORIGINAL COMM RATE 5.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 30JUN22 AIRLINE ·KA. DOM/INT I
PASSENGER NAME WHITEFIELD/EDITHMS
DOCUMENT NUMBER 04399004715664 THRU DOC
UNUSED COUPONS FOR DOC1: ·12 DOC2: DOC3:
UNUSED COUPONS FOR DOC4: DOC5: DOC6:
CASH AMT EX TAX PAID 70 CASH AMOUNT USED ·0.....
CREDIT AMT EX TAX PAID 9280 CREDIT AMOUNT USED ·0.....
TOTAL TAX AMOUNT PAID 431 CANCELLATION CHARGE ·800.....
UNUSED TAXES TO BE REFUNDED Y/N ·Y
```

```
>*TRNTAX
1: ·160.....·G3 2: ·120.....·HK 3: ·50.....·I5 4: ·101.....·CN
```

屏幕 2

```
>*TRN2 A/L AUTHORITY ..... PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1..... PFC2..... PFC3..... PFC4.....
CREDIT CARD CODE AX CARD NUMBER 370000000000028
EXPIRY DATE ·0826 REFUND AMOUNT ·8550...
CREDIT FOP CODE NUMBER
EXPIRY DATE ..... REFUND AMOUNT .....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ...../ .....
TOUR CODE NET Y/N ·N NET FARE AMT .....
TOTAL CREDIT REFUND DUE 85501
TOTAL CASH REFUND DUE 4312 THIRD SCREEN Y/N ·N
```

1: HKD7140 – HKD65 = HKD7075 (HKD65 是退票手续费扣除现金得来的数值, 如上例HKD125 – HKD60)

2. 现金总数， 扣除退票手续费后加上可退税金。

**如果现金量不足以扣除退票手续罚款，系统将从信用卡中扣除。

退票显示如下:

AUTOMATED REFUND NOTICE ISSUED	
CASH REFUND AMOUNT 431	
CREDIT CARD AX 370000000000028	AMOUNT 8550

情境 3: Normal Partial Refund with single form of payment 正常单一付款的部分使用

机票号码: 99999004715675

Gross fare	票面金额	: HKD1700
Total amount of tax paid	已付税金总金额	: HKD461
Used fare	已使用票价	: HKD1080
Cancellation charge	退票手续费	: HKD500
Refundable tax	可退税金	: HKD157
Commission amount	佣金百分比	: 3%
Total refundable amount	可退票总金额	: HKD277

(Gross – Used amount + Refundable taxes – Canx Charge) = Refund
 [1700 – 1080 +157 – 500] = 277

屏幕 1

```

>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 30JUN22 ORIGINAL COMM RATE  3.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 30JUN22 AIRLINE  ·CA. DOM/INT I
PASSENGER NAME CHAN/TAIMANMR..
DOCUMENT NUMBER 99999004715675 THRU  DOC
UNUSED COUPONS FOR DOC1:  ·2           DOC2:           DOC3:
UNUSED COUPONS FOR DOC4:           DOC5:           DOC6:
CASH AMT EX TAX PAID           CASH AMOUNT USED  ·.....
CREDIT AMT EX TAX PAID      1700  CREDIT AMOUNT USED  ·1080.....
TOTAL TAX AMOUNT PAID      461  CANCELLATION CHARGE ·500.....
UNUSED TAXES TO BE REFUNDED Y/N ·Y
  
```

```

>*TRNTAX
1:  ·101.....·YQ 2:  ·56.....·YQ 3:  ·.....  4:  ·.....  ..
  
```

屏幕 2

```

>*TRN2  A/L AUTHORITY  ·.....                                     PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·...  ·..... PFC2·...  ·..... PFC3·...  ·..... PFC4·...  ·.....
CREDIT CARD CODE AX  CARD NUMBER 37000000000028
EXPIRY DATE  ·1226  REFUND AMOUNT  ·277.....
CREDIT FOP CODE  NUMBER
EXPIRY DATE  ·....  REFUND AMOUNT  ·.....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE  ·...../  ·.....
TOUR CODE  NET Y/N  ·N NET FARE AMT  ·.....
TOTAL CREDIT REFUND DUE 277
TOTAL CASH REFUND DUE 0                                     THIRD SCREEN Y/N  ·N
  
```

情境 4: Normal Partial Refund with multiple forms of payment 多种付款方式的部份使用

机票号码: 16099004715686-569

Gross fare 票面金额 : HKD58370

Total amount of tax paid 已付税金总金额 : HKD1314

FOP1: Credit card – HKD55599

FOP2: INVAGT–HKD4085 (HKD2771 + HKD1314)

Used fare 已使用票价 : HKD30920

Cancellation charge 退票手续费 : HKD800

Refundable tax 可退税金 : HKD757

Commission amount 佣金百分比 : 5%

Total refundable amount 可退票总金额 : HKD27407

(Gross – Used amount + Refundable taxes – Canx Charge) = Refund

[58370 – 30920 + 757 – 800] = 27407

屏幕 1

```

>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 30JUN22 ORIGINAL COMM RATE 5.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 30JUN22 AIRLINE .CX. DOM/INT I
PASSENGER NAME CHEUNG/ANDYMR
DOCUMENT NUMBER 16099004715686 THRU X DOC 16099004715690
UNUSED COUPONS FOR DOC1: .34.. DOC2: .1... DOC3: .....
UNUSED COUPONS FOR DOC4: ..... DOC5: ..... DOC6: .....
CASH AMT EX TAX PAID      2771  CASH AMOUNT USED      .0.....
CREDIT AMT EX TAX PAID    55599  CREDIT AMOUNT USED  .30920...
TOTAL TAX AMOUNT PAID     1314  CANCELLATION CHARGE .800.....
UNUSED TAXES TO BE REFUNDED Y/N .Y
    
```

```

>*TRNTAX
1: .228.....US 2: .36.....XF 3: .55.....XY 4: .139.....SW
5: .299.....YR 6 :..... 7: ..... 8: .....
    
```

屏幕 2

```

>*TRN2  A/L AUTHORITY ..... PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1.JFK .4.50. PFC2.... PFC3.... PFC4....
CREDIT CARD CODE AX  CARD NUMBER 370000000000028
EXPIRY DATE .0520  REFUND AMOUNT .24679...
CREDIT FOP CODE     NUMBER
EXPIRY DATE  ....  REFUND AMOUNT .....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ...../ .....
TOUR CODE          NET Y/N .N NET FARE AMT .....
TOTAL CREDIT REFUND DUE 246791
TOTAL CASH REFUND DUE   27282          THIRD SCREEN Y/N .N
    
```

1. HKD55599 – HKD30920 = HKD24679 (已付信用卡扣已使票价费用)
2. 现金总数，扣除退票手续费后加上可退税金。

情境 5: Wholly unused Net fare refund 全程未用(信用卡与实际卖价 ASF)

机票号码: 78199004715701

Gross fare	票面金额	: HKD3980
Total amount of tax paid	已付税金总金额	: HKD461
Nett fare	净价	: HKD2423
Actual Selling Fare (ASF)	实际卖价	: HKD2703
Used fare	已使用票价	: HKD0
Cancellation charge	退票手续费	: HKD500
Refundable tax	可退税金	: HKD461
Commission amount	佣金百分比	: 0%
Total refundable amount	可退票总金额	: HKD2664

(ASF + Refundable taxes – Canx Charge) = Refund
 [2703 + 461 – 500] = 2664

屏幕 1

```

>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 30JUN22 ORIGINAL COMM RATE 0.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 30JUN22 AIRLINE .MU. DOM/INT I
PASSENGER NAME WANG/LIDONGMR
DOCUMENT NUMBER 78199004715701 THRU DOC
UNUSED COUPONS FOR DOC1: .12      DOC2:      DOC3:
UNUSED COUPONS FOR DOC4:      DOC5:      DOC6:
CASH AMT EX TAX PAID          CASH AMOUNT USED .....
CREDIT AMT EX TAX PAID      2703  CREDIT AMOUNT USED .0.....
TOTAL TAX AMOUNT PAID      461  CANCELLATION CHARGE .500.....
UNUSED TAXES TO BE REFUNDED Y/N .Y
    
```

```

>*TRNTAX
1: .90.....G3 2: .120.....HK 3: .50.....I5 4: .101.....CN
5: .100.....YQ 6: ..... 7: ..... 8: .....
    
```

屏幕 2

```

>*TRN2  A/L AUTHORITY ..... PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1.... ..... PFC2.... ..... PFC3.... ..... PFC4.... .....
CREDIT CARD CODE AX  CARD NUMBER 370000000000028
EXPIRY DATE .0526  REFUND AMOUNT .2664....
CREDIT FOP CODE     NUMBER
EXPIRY DATE ..... REFUND AMOUNT .....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ...../ .....
TOUR CODE HKG06188      NET Y/N .Y NET FARE AMT HKD. 2423
TOTAL CREDIT REFUND DUE 2664
TOTAL CASH REFUND DUE 0          THIRD SCREEN Y/N .N
    
```

情境 6: Partial used Net fare refund 净价的部分使用 (信用卡与实际卖价ASF)

机票号码: 99999004715712

Gross fare	票面金额	: HKD5340
Total amount of tax paid	已付税金总金额	: HKD361
Nett fare	净价	: HKD4020
Actual Selling Fare (ASF)	实际卖价	: HKD4256
Used fare	已使用票价	: HKD3200
Cancellation charge	退票手续费	: HKD500
Refundable tax	可退税金	: HKD101
Commission amount	佣金百分比	: 0%
Total refundable amount	可退票总金额	: HKD657

(ASF – Used fare + Refundable taxes – Canx Charge) = Refund
 [4256 – 3200 + 101 – 500] = 657

屏幕 1

```

>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 30JUN22 ORIGINAL COMM RATE 0.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 30JUN22 AIRLINE .CA. DOM/INT I
PASSENGER NAME ZHANG/EVELYNMS
DOCUMENT NUMBER 99999004715712 THRU DOC
UNUSED COUPONS FOR DOC1: .2          DOC2:          DOC3:
UNUSED COUPONS FOR DOC4:          DOC5:          DOC6:
CASH AMT EX TAX PAID          CASH AMOUNT USED          .....
CREDIT AMT EX TAX PAID      4256 CREDIT AMOUNT USED      3200.....
TOTAL TAX AMOUNT PAID      361 CANCELLATION CHARGE      500.....
UNUSED TAXES TO BE REFUNDED Y/N .Y
    
```

```

>*TRNTAX
1: .101.....CN 2: ..... 3: ..... 4: .....
    
```

屏幕 2

```

>*TRN2  A/L AUTHORITY ..... PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1.... PFC2.... PFC3.... PFC4....
CREDIT CARD CODE AX CARD NUMBER 370000000000028
EXPIRY DATE .0526 REFUND AMOUNT .657.....
CREDIT FOP CODE NUMBER
EXPIRY DATE ..... REFUND AMOUNT .....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ...../ .....
TOUR CODE ARCCC NET Y/N .Y NET FARE AMT HKD.0 ←
TOTAL CREDIT REFUND DUE 657
TOTAL CASH REFUND DUE 0 THIRD SCREEN Y/N .N
    
```

NET FARE AMT 净价总数 0 (必须将净价总数手动更改为“0”)

**系统最初自动填充净票价金额为 4020 港币。对于部分净票价退款情境，此金额必须手动更改为零。

杂项

1.1 Linear Full Refund 全额退票

My Travelport 答案编号 KB0011199

手工指令全额退票（仅正常票）

TRNE0169903635701/D12MAY22/RF

TRNE0169903635701/D12MAY22/RF/X1200

(要收退票手续费，顺序不可更改)

TRNE0169903635701/D12MAY22/RF/AAWaiver Code

(不收退票手续费包含豁免代码)

说明：

D12MAY22 开票日期必须包括年份的后两位数字

RF 指定格式代表退票

X1200 可选性的条件 (X)，用于退票手续费金额

AA 指定格式代表航空公司授权

Wavier Code 豁免代码应用于退票

注意：豁免代码最多允许输入 19 个字符，只有前 14 个字符被发送到 BSP。

1.2 IT 机票全额退票 (列如CX)

>TRNE1609903635703/D24APR22/RF/X1000

CX IT 机票全额退票范例

<pre> WMMZ62/61 HKGNH C339614 AG 13305213 24APR 1.1LAU/MARWITZMS 1. CX 717 S 20SEP HKGBKK HK1 0855 1055 0* E SU 2. CX 712 S 26SEP BKKHKG HK1 1600 2000 0* E SA ** FILED FARE DATA EXISTS ** >*FF ** VENDOR LOCATOR DATA EXISTS ** >*VL ** SERVICE INFORMATION EXISTS ** >*SI ** TINS REMARKS EXIST ** >*HTI *** NET TICKET DATA EXISTS *** *** CUSTOM CHECK RULES EXISTS *** >*RU ** ELECTRONIC DATA EXISTS ** >*HTE FQ1 - S1-2 AP A 24APR20 61/ AG CAT35 *** NET TICKET DATA EXISTS *** >*NTD1 FQ P1 LAU/MARWITZMS ADT A E 1609903635703 HKG CX BKK 145.44 CX HKG 145.44 NUC290.88END ROE7.772812 FARE HKD2270 TAX 90G3 TAX 120HK TAX 50I5 TAX 18E7 TAX 6G8 TAX 168TS TAX 170YR TOT HKD2892 ***ADDITIONAL FEES MAY APPLY*SEE>F01. S1 FB-SLATRWSP B-30K NB-20SEP NA-20SEP S2 FB-SLATRWSP B-30K NB-26SEP NA-26SEP T5 NONEND RESTRICTIONS / TERMS AND CONDITIONS APPLY LAST DATE TO PURCHASE TICKET: 24APR20 <<VIEW BRAND DETAILS>> T P1/S1-2/CCX/ET/FS/NOCC/TA79E4 </pre>	<pre> *** NET TICKET DATA SUMMARY *** P1 LAU/MARWITZMS ADT T * * NET FARE DATA FARE HKD2270 TAX 90G3 TAX 120HK TAX 50I5 TAX 18E7 TAX 6G8 TAX 168TS TAX 170YR TOT HKD2892 * TKT FARE - AUDIT DATA FARE HKD2270 TAX 90G3 TAX 120HK TAX 50I5 TAX 18E7 TAX 6G8 TAX 168TS TAX 170YR TOT HKD2892 * TKT FARE - PASSENGER DATA FARE HKD IT TAX 90G3 TAX 120HK TAX 50I5 TAX 18E7 TAX 6G8 TAX 168TS TAX 170YR TOT HKD IT TKT: 160 9903 635703 NAME: LAU/MARWITZMS ISSUED: 24APR20 FOP:CASH PSEUDO: 79E4 PLATING CARRIER: CX ISO: HK IATA: 13305213 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN RFND CX 717 S 20SEP HKGBKK 0855 OK SLATRWSP 1 NVB20SEP NVA20SEP 30K RFND CX 712 S 26SEP BKKHKG 1600 OK SLATRWSP 2 NVB26SEP NVA26SEP 30K FARE IT TAX 90G3 TAX 120HK TAX 412XT TOTAL HKD IT T5 NONEND RESTRICTIONS //TERMS AND CONDITIONS APPLY HKG CX BKK M/IT CX HKG M/IT END ROE7.772812 XT 50I5 18E76G8168TS170YR TOUR CODE HKG0338FF508 RLOC 1G WMMZ62 1A J53T3F </pre>
---	--

GALILEO HK CLASSROOM A		TINS REPORT		24 APR 22		
CURRENCY CODE	HKD	IATA NUMBER 13305213				
A/L TKT/STOCK	NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
				*FEES		
160E9903635703		LAU/MARWITZMS	2270T	622	0.00	FS
160 9903635703		LAU/MARWITZMS	1270	622	0.00	FS
			RFND-			

注：CX 不接受作废/取消退票，系统回应 'UNABLE TO PROCESS ELECTRONIC REFUND CANCEL - TRANSACTION NOT SUPPORTED'