

Annex 3

2021 CA Voluntary Refund (Manual) (Effective on/after 01,September,2021)

1. Principle of Voluntary Refund

1.1 When combining a refundable fare with a non refundable fare, the amount paid on the refundable fare component will be refunded upon payment of the refund fee if applicable and YQ/YR is refundable. The amount paid on the non refundable fare component will not be refunded and YQ/YR is also non-refundable.

1.2 Except YQ/YR and OC tax, the unused government tax collected by the government and other relevant authorities or airport authorities is refundable.

If residual fare (including YQ/YR) is zero or negative, only government tax is refundable.

1.3 Refund fees apply by fare component submitted for refund. When combining with different refund fees, apply the highest one.

1.4 Change fee shown as OC tax(not a government tax) on ticket is non refundable.

1.5 For the entire travel purely within China, charge the refund fee according to CAT16.

1.6 Child discounts apply for the refund fee of the child discounted ticket.

1.7 The infant ticket without seats is free of refund fee.

1.8 Refund should be completed within the ticket validity.

1.9 When using the exchange rate to calculate the residual fare, the residual tax and the refund fee, the principle of using the exchange rate are:

1.9.1 When calculating residual fare and residual tax, use the exchange rate of the sales date.

1.9.2 When calculating the refund fee, use the exchange rate of the refund date and convert it to the actual refund currency. **The rounding unit of the refund fee is as the same as that of fare.** For tickets sold through CA self operated e-Commerce channel and CA call center, the residual amount is converted using the exchange rate when the passenger submits the refund request. For the other channels, the residual amount is calculated using the exchange rate when the refund is handled.

1.9.3 Command of currency conversion: XS FSC XXX To be converted currency// Target converted currency//**Specified exchange rate date** (If not specified, the system defaults to the current date)
Example: Use exchange rate of 01JUN20 , convert CNY100 to USD, XS FSC 100CNY/USD/01JUN20

2 Residual amount calculation method

2.1 Residual amount calculation method

2.1.1 Refund amount = Residual fare + Residual tax

2.1.2 The method of calculating residual amount is to calculate the residual fare and the residual tax separately.

2.1.3 Residual Fare = Total paid fare amount(including YQ/YR) - fare of the flown sectors(including YQ/YR) - non refundable fare(including YQ/YR) - refund fee

2.1.4 Residual tax = government tax of unused sectors(excluding YQ/YR and OC tax. OC tax is non refundable.)

2.2 Some points for attention when calculating the residual fare:

2.2.1 Residual fare calculation includes YQ/YR.

2.2.2 If residual fare(including YQ/YR) is zero or negative after calculation, only government tax is refundable.

2.2.3 When a non refundable fare component is partially used or totally used, compare the recalculated fare (including YQ/YR) of the flown sectors with such non refundable fare (including YQ/YR) and select the higher amount as the final used fares (including YQ/YR) of the flown sectors.

2.2.4 When calculating the fare (including YQ/YR) of the flown sectors , use the RBD on the ticket to calculate firstly. If there is no available fare, take the lowest applicable fare with the higher RBD as the fare(including YQ/YR) of the flown sectors.

2.2.5 For multiple reissued tickets, if all the new tickets are unused, check whether there is an unused non refundable fare in the original ticket. As long as one of the sectors has been used in all the new tickets, no more to check the original ticket.

2.2.6 The change fee is shown as OC tax on ticket and not a government tax. Change fee is non-refundable. In other words OC tax is non-refundable.

2.2.7 The original ticket refers to the first ticket passenger paid .

2.2.8 For exchanged tickets, the new ticket refers to the ticket submitted by the passenger for refund.

The calculation methods of the specific scenarios are described as following.

2.3 Unexchanged ticket

2.3.1 Totally unused ticket

2.3.1.1 There is a non refundable fare.

Residual fare = Total paid fare(including YQ/YR) - non refundable fare(including YQ/YR) - refund fee of refundable fares

Residual tax = government tax of the whole journey

2.3.1.2 There is no non refundable fare.

Residual fare= Total paid fare(including YQ/YR) - refund fee

Residual tax = government tax of the whole journey

2.3.2 Partially used ticket

2.3.2.1 The entire fare component is unused and refundable.

Residual fare = Total paid fare(including YQ/YR) - fare of flown sectors(including YQ/YR) - refund fee of refundable fares

Residual tax = unused government taxes

2.3.2.2 Unflown sectors are non refundable fare component including the non-refundable fare component is partially used.

Residual fare = 0

Residual tax = unused government tax

2.3.2.3 Unflown sectors include partially used non refundable fare component and the entire refundable fare component

Residual fare = Total paid fare(including YQ/YR) - fare of flown sectors(including YQ/YR) - refund fee

Residual tax = unused government tax

Note: According to 2.2.3, need to compare the fare of flown sectors(including YQ/YR) with the non refundable fare(including YQ/YR) and select the higher one as actual used fare of the flown sectors(including YQ/YR).

2.3.2.4 Unflown sectors include partially used refundable fare component and entire non refundable fare component

Residual fare = Total paid fare(including YQ/YR) - fare of flown sectors(including YQ/YR) - non-refundable fare(including YQ/YR) - refund fee

Residual tax = unused government tax

2.3.2.5 Unflown sectors include entire refundable fare component and entire non refundable fare component

Residual fare = Total paid fare(including YQ/YR) - fare of flown sectors(including YQ/YR) - non-refundable fare(including YQ/YR) - refund fee

Residual tax = unused government tax

2.4 Exchanged Tickets

Original ticket refers to the first ticket passenger paid .

The new ticket refers to the ticket submitted by passenger for refund.

2.4.1 All the new tickets totally unused(not to consider the non refundable sectors of the new ticket, only find the refund fee of the refundable fare in the new ticket)

2.4.1.1 Original ticket totally used, that is to say, all the new tickets and original ticket are all totally unused.

2.4.1.1.1 Fare components in the new tickets are all non refundable.

Residual fare = 0

Residual tax = government tax of whole journey of all the tickets

2.4.1.1.2 There is a non refundable fare component in the original tickets

Residual fare = Total fare(including YQ/YR) - non refundable fare of the original ticket(including YQ/YR) - refund fee of **the new ticket**

Residual tax = government tax of whole journey of all the tickets

2.4.1.1.3 There is no non refundable fare in the original ticket

Residual fare = Total fare(including YQ/YR) - refund fee of **the new ticket**

Residual tax = government tax of whole journey of all the tickets

2.4.1.2 Original ticket partially used

2.4.1.2.1 Fare components in the new tickets are all non refundable(Not to check the original ticket)

Residual fare = 0

Residual tax = all unused government tax

2.4.1.2.2 Unflown sectors in the original tickets are an entire refundable fare component
Residual fare = Total paid fare(including YQ/YR) - fare of flown sectors(including YQ/YR) in the original ticket - refund fee of **the new ticket**
Residual tax = all unused government tax

2.4.1.2.3 Unflown sectors in original ticket are non refundable fare component
Residual fare = Total paid fare(including YQ/YR) - total fare of original ticket (including YQ/YR) - refund fee of **the new ticket**
Residual tax = all unused government tax

2.4.1.2.4 Unflown sectors in the original ticket include partially used non refundable fare component and entire refundable fare component
Residual fare = Total paid fare(including YQ/YR) - **fare of the flown sectors in the original ticket (including YQ/YR)** - refund fee of **the new ticket**
Residual tax = all unused government tax.

Note: According to 2.2.3, need to compare the fare of flown sectors(including YQ/YR) with the non refundable fare(including YQ/YR) and select the higher one as actual used fare of the flown sectors(including YQ/YR).

2.4.1.2.5 Unflown sectors in the original ticket include partially used refundable fare component and entire non refundable fare component
Residual fare = Total paid fare(including YQ/YR) - fare of flown sectors in the original ticket(including YQ/YR) - non refundable fare(including YQ/YR) of original ticket - refund fee of **the new ticket**
Residual tax = all unused government tax

2.4.1.2.6 Unflown sectors in original ticket include entire refundable and non refundable fare components
Residual fare = Total paid fare(including YQ/YR) - fare of the flown sectors in the original ticket(including YQ/YR) - non refundable fare(including YQ/YR) of original ticket - refundable fee of **the new ticket**
Residual tax = all unused government tax

2.4.2. The new ticket is partially used and refund the new ticket according its rule.

2.4.2.1 There is a non refundable fare in the new ticket.

2.4.2.1.1 The non refundable fare has been used. The unflown sectors are an entire refundable fare component
Residual fare = Total paid fare(including YQ/YR) - **fare of flown sectors(including YQ/YR)** - refund fee of **the new ticket**
Residual tax = unused government tax

Note: According to 2.2.3, need to compare the fare of flown sectors(including YQ/YR) with the non refundable fare(including YQ/YR) and select the higher one as actual used fare of the flown sectors(including YQ/YR).

2.4.2.1.2 Unflown sectors are non refundable fare component
Residual fare = 0
Residual tax = unused government tax

2.4.2.1.3 Unflown sectors include partially used non refundable fare component and entire refundable fare component

Residual fare = Total paid fare(including YQ/YR) - fare of flown sectors(including YQ/YR) - refund fee of **the new ticket**

Residual tax = unused government tax

Note: According to 2.2.3, need to compare the fare of flown sectors(including YQ/YR) with the non refundable fare(including YQ/YR) and select the higher one as actual used fare of the flown sectors(including YQ/YR).

2.4.2.1.4 Unflown sectors include partially used refundable fare component and entire non refundable fare component

Residual fare = Total paid fare(including YQ/YR) - fare of flown sectors(including YQ/YR) - non refundable fare - refund fee of **the new ticket**

Residual tax = unused government tax

2.4.2.1.5 Unflown sectors include entire refundable and non refundable fare component

Residual fare = Total paid fare(including YQ/YR) - fare of flown sectors(including YQ/YR) - non refundable fare(including YQ/YR) - refund fee of **the new ticket**

Residual tax = unused government tax

2.4.2.2 There is no non refundable fare in the new ticket.

Residual fare = Total paid fare(including YQ/YR) - fare of flown sectors(including YQ/YR) - refund fee of **the new ticket**

Residual tax = unused government tax

3 Method of Query YQ/YR of each sector

Command: "XS FSU fare serial number" after XS FSI

```
FSI/CA//. 20JAN20
S LH 4193Y15FEB HAM0700 0935FRA0X 321
S CA 931Y15FEB FRA1355 1715PEK0S 773
S CA 966G10MAR PEK1405>0615FRA0X 773
S LH 1405G11MAR FRA0800 1105HAM0S 32A
01 YFFCDE+GF* 26389 CNY INCL TAX
***** 历史运价计算仅供参考 *****
*SYSTEM DEFAULT-CHECK OPERATING CARRIER
*01*BRAND:ECONOMY FARE TYPE
*ATTN PRICED ON 09JUL21*1353
HAM
XFRA YFFCDE NV NVB NVA20JUN20 2PC
BJS YFFCDE NV NVB NVA20JUN20 2PC
XFRA GFFCDE NV NVB NVA15FEB21 2PC
HAM GFFCDE NV NVB NVA15FEB21 2PC
FARE EUR 2935.00 EQUIV CNY 22530
TAX CNY 123DE CNY 3180Y CNY 3418XT
TOTAL CNY 26389
15FEB20HAM LH X/FRA CA BJS1539.77CA X/FRA LH HAM1709.75NUC32
49.52END ROE0.903053
XT CNY 164RA CNY 1RD CNY 245RD CNY 90CN CNY 2918YQ
ENDOS *Q/NON-END/PENALTY APPLY
RATE USED 1EUR=7.67351572CNY
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FSU1
FARE EUR 2935.00 EQUIV CNY 22530
TAX CNY 123DE CNY 3180Y CNY 3418XT
TOTAL CNY 26389
15FEB20HAM LH X/FRA CA BJS1539.77CA X/FRA LH HAM1709.75NUC32
49.52END ROE0.903053
XT CNY 164RA CNY 1RD CNY 245RD CNY 90CN CNY 2918YQ
RATE USED 1EUR=7.67351572CNY
----- SOLD IN PEK / TICKETED IN PEK -----
PU FARE BASIS CUR NUC AMT ELEMENT DESCRIPTION GI
01 YFFCDE NV EUR 1539.77 HAM-BJS CA /HR RTG EH
01 GFFCDE NV EUR 1709.75 HAM-BJS CA /HR RTG EH
3249.52 - TOTAL NUC
CNY TAX LST CUR CODES TYP DESCRIPTION -----
245 EUR DE RD+002 PASSENGER SERVICE CHARGE DOMESTIC
TAX 21.36RD*0249684/10.49RD*0279833
1 EUR DE RD+001 PASSENGER SERVICE CHARGE DOMESTIC
TAX 0.06RD*0197500
90 CNY CN CN+001 AIRPORT FEE
TAX 90CN*0025000
123 EUR DE RD+003 AIRPORT SECURITY CHARGE
TAX 9.95DE*0377490
318 EUR DE RD+003 AIR TRANSPORT TAX
TAX 41.430Y*0157500
164 EUR DE RA+002 PASSENGER SERVICE CHARGE INTERNATI
TAX 21.36RA*0399687
324 EUR YQ *LH CARRIER IMPOSED MISC FEE
TAX 162YQ*4419964*01/162YQ*4419964*04
2594 EUR YQ *CA CARRIER IMPOSED MISC FEE
TAX 1297YQ*1680530*02/1297YQ*1680530*03
----- IATA RATES OF EXCHANGE USED IN FARE CALCULATION -----
0.903053 EUR-ROE EFF 20JAN20*20JAN20

```

sector serial
number

YQ/YR amount displays with each sector. If the sector serial number is not showed, it means such sector does not collect YQ/YR.

4 Calculation procedure

4.1 Step 1, Find the actual paid amount

4.1.1 DFSQ:EX ticket No.(only for ticket issued by 1E) or

DETR:TN ticket No. or

ABR ticket No.(For ticket issued by 1E, other GDS is for reference only)

Example:

DFSQ:EX999-2643408618

EI/NON-END/PENALTY APPLS

FN/FCNY5160.00/SCNY5160.00 /C3.00 /XCNY3777 /TCNY90.00 CN/

- TCNY37.00 DE/TCNY349.00OY/TCNY165.00RA/TCNY105.00RD/TCNY132.00GB/

- TCNY249.00UB/TCNY250.00YQ/TCNY2400 YR/ACNY8937.00

FC/13FEB19BJS CA LON BA DUB//BER S126.52AB X/FRA M331.02CA BJS3

- 54.66NUC812.20END ROE6.344020 XT 349.00OY165.00RA105.00RD132

- .00GB249.00UB250.00YQ2400.00YR

Note: Find the actual paid amount in S(CNY) in FN. When the ticket is exchanged for several times, calculate S(XXX) amount cumulatively.

4.1.2 When the actual paid amount can be confirmed , or ticket is IT/BT fare, please contact “Ticket Information System” to find the amount in FARE column and take this amount as the actual paid amount.

4.2 Step 2: Find the refund fee by ABR/FSI/FXG or FSD/FSN

4.2.1 Command:

ABR: ticket number (check whether the information displayed is consistent with the original ticket)

XS FSI/CA//Place of Sale. Date of sale

(Simple method: book a same record with same itinerary, revise the result after QTE:/CA according to the original ticket information)

4.2.2 If the fare basis calculated by the system is the same with the original ticket and system does not show “NO FARES/RBD/CARRIER” , find the refund fee by FXG.

4.2.3 Command FSD citypair/Travel Date*Ticketed Date/CA/*RBD

If the calculation shows “NO FARES/RBD/CARRIER”, use FSD command to find the same Fare Family, and use FSN to find the refund fee.

4.2.4 Find the refund fee in “16.Penalties”

CANCELLATIONS

CANCELLATIONS CNY XXX/EUR XX.XX FOR CANCEL/NO-SHOW/REFUND.

4.2.5 Notice

4.2.5.1 **Refund Fee selection sequence:** The currency of the country of origin is preferred(When refund happens in China, choose CNY if CNY is listed in CAT16). If currency of the country of origin is not listed in CAT16, use the first currency in CAT16. Use XS FSC to convert the refund fee to the currency of refund place. (Note: In automated pricing, the currency showed in FARE column is the currency of the country of origin.)

4.2.5.2 When there is no available fare by ABR, FSD command, use the same fare type to find the refund fee.

4.2.5.3 CA current fare types are as follows:

FF/RF/RC/NC/NF/RN

Example:

WKW**RC**UW7、WKX**RC**UW、WKX**NC**UW、WKX**RF**UW, among which WKW**RC**UW7、WKX**RC**UW are the same fare type.

When there is no same fare type available after using XS FSD, choose the close fare type with the same RBD:

RF/RC/RN: similar fare types for refund fee

NC/NF: refund not permitted

FF: free of refund fee

4.3 Step 3, use XS FSI command, calculate the fare and tax of used sectors. (Ignore this step for totally unused ticket.)

XS FSI format: **XS FSI/CA/PUBL/.original ticket issue date/currency(actual paid currency)**

Note: When refund place is different with the ticketed place of the original ticket, need to add ‘PUBL’ in the command. If refund is in the original ticketed place, PUBL is not necessary.

4.3.1 The tips “NO FARES/RBD/CARRIER” should not be displayed in calculation result.

4.3.2 If there is no available fare for the same RBD of used sectors, use higher RBD to calculate the lowest available fare until “NO FARES/RBD/CARRIER” does not display.

4.4 Step 4 Calculate the residual amount

Calculate the residual amount according to “**2 Residual amount calculation method**” listed above.

For more refund examples, please refer to “2021 CA Quick Card of Calculation of Voluntary Refund (Manual)”