

Annex 2

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

1. Definition of Ticket Changes

Ticket changes refer to the change in flight schedule, flight date, class and carrier, etc.

2. Principle of Voluntary Changes

2.1 Before departure of journey, reprice using current fares in effect at the date of ticket reissue. After departure of journey, reprice using historical fares in effect at original ticket date. When changing the booking class code, the new ticket's base fare amount must be equal to or higher than the previous ticket's base fare amount. **When the booking class code remains unchanged and if the new base fare amount is lower than the previous base fare amount, ignore any residual amount and no refund permitted. Charge the change fee if any.**

2.2 Child discounts apply for change fee.

2.3 Infant without seats is free of change fee.

2.4 Charge difference in fare plus change fee if any.

2.5 Apply the highest change fee of all changed fare components.

2.6 Change fee is subject to each change transaction. **The rounding unit of change fee is as the same as that of fare.**

2.7 Changes must be completed within ticket validity.

2.8 **When using the exchange rate to calculate the actual paid fare and the change fee, the principle of using the exchange rate:**

2.8.1 When calculating the actual paid fare, use the exchange rate of the sales date and convert it to the currency of the place of the ticket change.

2.8.2 When calculating the change fee, use the exchange rate of the change date and convert it to the currency of the place of the ticket change. The rounding unit of the change fee is as the same as that of fare. For tickets sold through CA self operated e-Commerce channel and CA call center, use the exchange rate when the passenger submits the change request. For the other channels, use the exchange rate when the ticket change is handled.

2.8.3 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

3. Method of Voluntary Changes

3.1 **The automated ticket change (TRI:ticket No. and DFSR:A) takes the priority of manual ticket change. Please see "2021 Voluntary Changes (Manual)" in detail. If there is no result of automated change, then reprice and reissue the ticket manually.**

3.2 Method of charge the difference in fare paid plus change fee: calculate the fare difference in actual paid amount of old journey and that of the new journey, add the difference with the highest change fee of all changed fare components.

3.3 Repricing is also necessary when making a reservation of an open ticket for the first time. Charge the difference in fare only.

4. How to find the actual paid fare?

4.1 Use “DFSQ:EX ticket number” to find the actual paid fare (only for ticket issued in 1E)

Example:

```
DFSQ” EX/9992432894101
EI/Q/NONEND/PENALTY APPLY
FN/FCNY68770.00/SCNY68770.00/C.00 /XCNY3766.00 /TCNY90.00 CN/
- TCNY37.00 AY/TCNY124.00US/TCNY124.00US/TCNY26.00 XA/TCNY46.00
XY/
- TCNY39.00 YC/TCNY3250 YQ/TCNY30.00 XF/ACNY72536.00
FC/13JUN21BJS CA LAX5336.74CA BJS5152.19NUC10488.93END ROE6.556
- 432 XT 124.00US124.00US26.00XA46.00XY39.00YC3250.00YQ30.00XF
- LAX4.5
```

Note: S(CNY) in FN is the actual paid fare.

4.2 For tickets issued other than in 1E or with IT/BT fare, find the actual paid fare in “Ticket Information System”. The fare shown in FARE box in accounting system is taken as the actual paid fare.

5.Steps of Recalculations

5.1 Use the entry of automated ticket change first. For details of automated ticket change, please see “International Ticket Automated Change Examples”

5.2 If there is no result of automated repricing, please use the following steps to reprice and reissue manually. The following entries are in 1E only.

5.2.1 Step1. Find the actual paid fare of the ticket

5.2.1.1 Entry: DFSQ:EX Ticket No. or DETR: TN ticket No. or ABR ticket No.

5.2.1.2 If failure to find the actual paid fare, enter the accounting system or contact accounting department to find it.

5.2.2 Step 2. Find the change fee. Entry: ABR/FSI/FXG or FSD/FSN

5.2.2.1 Entry: ABR: Ticket No(check if the display is the same as tickets.)

XS FSI/CA//Place of Sale.Ticketing Date (Simple way: Make a new reservation for the same journey, enter QTE:/CA and then revise the display according to the information of the original ticket.

5.2.2.2 If the fare basis or the first letter of fare basis is the same as that of the old ticket and “NO FARES/RBD/CARRIER” is not shown, then the fare is used as the fare of the old ticket. Enter FXG to find the change fee.

5.2.2.3 If “NO FARES/RBD/CARRIER” is display, then use FSD to display the same fare family and use FSN to find the change fee.

Entry: XS FSD citypair/Traveldate.Ticketeddate/CA/*RBD

CA current fare types are as follows:

FF/RF/RC/NC/NF/RN

Example:

WKWRCUW7、WKXORCUW、WKXNCUW、WKXRFUW, among which WKWRCUW7、WKXORCUW are the same fare type.

When there is no same fare type available when in FSD display, choose the close fare type with the same RBD:

FF/RF/NF are in common use for change fee

RC/NC are in common use for change fee

RN change is not permitted

5.2.2.4 How to find the correct change fee in Category 16?

ANY TIME

CHARGE EUR XX.XX/CNY XX.XX FOR NO-SHOW/REISSUE/REVALIDATION.

Note:

Change Fee selection sequence: The currency of the country of origin is preferred(When change 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 change fee to the currency of change place. (Note: In automated pricing, the currency showed in FARE column is the currency of the country of origin.)

5.2.3 Step3. Use XS FSI to calculate the new price

5.2.3.1 For totally unused tickets, enter XSFSI/CA/PUBL (PUBL is not necessary when reissue in the original ticketing office)

When the currency of the ticket change place is different from the actual paid currency of the original ticket , calculate the fare difference using the fare of the country of origin(FARE-FARE). Then convert it to the currency of the ticket change place using the exchange rate of the change date.

Example: Passenger buys a ticket from TYO to BJS in FRA(JPY is the currency of country of origin, EUR is the actual paid currency). If ticket change occurs in China, use JPY to calculate the fare difference of country of origin. Then convert the fare difference in JPY to the fare difference in CNY using the exchange rate of the change date.

5.2.3.2 For partially used ticket,

When reissue is in the original ticketed place, enter XSFSI/CA//.original ticketed date

When reissue is not in the original ticketed place, enter XSFSI/CA/PUBL/original place of sale.original ticketed date/currency of ticket change place

Note: For tickets issued on Air China overseas website, the original place of sale may be changed to the first city of the first flight segment if there is no available fare displayed after FSI quoting.

5.2.3.3 If the ticket designator shows GP in the original ticket, enter "XSFSI:/CA///#C*GP" first. If there is no result, then use XSFSI:/CA/PUBL

Note: The original ticketed place is the place passenger buys the ticket for the first time.

5.2.4 Step4: Calculate the difference between the old and the new fare and collect the sum of the difference and the change fee if any.

6. Examples of Manual Recalculation

The ticket is issued on 20JAN20. The outbound was flown. The passenger requests to change the inbound date to 15MAR on 10MAR. At that time, CA Q class is available and L is not on FRA-CTU.

S CA 4193M15FEB CTU0700 0935PEK0X 321
 S CA 931M15FEB PEK1355 1715FRA0X 773
 S LH 032M15FEB FRA2000 2105HAMOS 321
 S LH 001L10MAR HAM0600 0715FRA0X 321
 S CA 966L10MAR FRA1405>0615PEK0X 773
 S CA 1405L11MAR PEK0800 1105CTU0S 32A

Step1: Find the actual paid fare of the ticket. Supposing the ticket is issued in 1E, enter DFSQ:EX Ticket No.

FN:FCNY8200.00/SCNY8200.00/CO.00
 - /TCNY190.00CN/TCNY123.00DE/TCNY3728.00XT/ACNY11401.00
 FC: 15FEB20CTU CA X/BJS CA X/FRA LH HAM874.07LH X/FRA CA X/BJS
 CA CTU170.27NUC1044.34END ROE7.047421
 XT CNY 3180Y CNY 164RA CNY 1RD CNY 245RD CNY 3000YQ
 EI:Q/NON-END/PENALTY APPLS Q/NON-END/PENALTY

Step2: Find the change fee

FSI/CA//PEK. PEK. 20JAN20
 S CA 4193M15FEB CTU0700 0935PEK0X 321
 S CA 931M15FEB PEK1355 1715FRA0X 773
 S LH 032M15FEB FRA2000 2105HAMOS 321
 S LH 001L10MAR HAM0600 0715FRA0X 321
 S CA 966L10MAR FRA1405>0615PEK0X 773
 S CA 1405L11MAR PEK0800 1105CTU0S 32A
 01 MRFCBB+LL* 12241 CNY INCL TAX
 ***** 历史运价计算仅供参考 *****
 *SYSTEM DEFAULT-CHECK OPERATING CARRIER
 *01*BRAND:ECONOMY FARE TYPE + ECONOMY RBD
 *ATTN PRICED ON 09JUN21*1533
 CTU
 XBJs MRFCBB NVB15FEB20 NVA15FEB20 1PC
 XFRA MRFCBB NVB15FEB20 NVA15FEB20 1PC
 HAM MRFCBB NVB15FEB20 NVA15FEB20 1PC
 XFRA LLXNCCBB NVB10MAR20 NVA10MAR20 1PC
 XBJs LLXNCCBB NVB10MAR20 NVA10MAR20 1PC
 CTU LLXNCCBB NVB11MAR20 NVA11MAR20 1PC
 FARE CNY 8200
 TAX CNY 190CN CNY 123DE CNY 3728XT
 TOTAL CNY 12241
 15FEB20CTU CA X/BJS CA X/FRA LH HAM993.27LH X/FRA CA X/BJS C
 XS FXG02//16
 FXG 002/15FEB20 CTUHAM ADT CLCN/CA /IPREUAS/004 /ATPCO/62
 16. PENALTIES-CHANGES/CANCEL

<< CHANGES
<< ANY TIME
<< CHARGE CNY 1000 FOR NO-SHOW/REISSUE/REVALIDATION.

Change fee is CNY1000.

Step3: Use XS FSI entry to calculate the new fare. Supposing the change is made other than the original ticketing office.

FSI/CA/PUBL/PEK. 20JAN20

S CA 4193M15FEB CTU0700 0935PEK0X 321
S CA 931M15FEB PEK1355 1715FRA0X 773
S LH 032M15FEB FRA2000 2105HAM0S 321
S LH 001Q15MAR HAM0600 0715FRA0X 321
S CA 966Q15MAR FRA1405>0615PEK0X 773
S CA 1405Q16MAR PEK0800 1105CTU0S 32A

01 MRFCBB+QL* 14941 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 09JUN21*1410

CTU

XBJS MRFCBB NVB15FEB20 NVA15FEB20 1PC
XFRA MRFCBB NVB15FEB20 NVA15FEB20 1PC
HAM MRFCBB NVB15FEB20 NVA15FEB20 1PC
XFRA QLWRCCBB NVB15MAR20 NVA15MAR20 1PC
XBJS QLWRCCBB NVB15MAR20 NVA15MAR20 1PC
CTU QLWRCCBB NVB16MAR20 NVA16MAR20 1PC

FARE CNY 10900 (new fare)

TAX CNY 190CN CNY 123DE CNY 3728XT

TOTAL CNY 14941

15FEB20CTU CA X/BJS CA X/FRA LH HAM993. 27LH X/FRA CA X/BJS CA
CTU553. 39NUC1546. 66END ROE7. 047421

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XT CNY 3180Y CNY 164RA CNY 1RD CNY 245RD CNY 3000YQ

ENDOS *Q/NON-END/PENALTY APPLY

*AUTO BAGGAGE INFORMATION AVAILABLE - SEE FSB

TKT/TL15FEB20*0700

FSKY/1E/RVOMYZSPYTST522/FCC=D/

Step4: Calculate the difference between the old and the new fare and collect the sum of the difference and the change fee.

Change fee: CNY 1000

Base fare difference: CNY 2700 (CNY10900-CNY8200)

Taxes difference: CNY 0 (CNY4041-CNY4041)

Total collection: CNY3700

FN:RCNY10900.00/SCNY2700.00/CO.00 TCNY1000.000C
- /OCNY190.00CN/OCNY3851.00XT/ACNY3700.00
FC:10MAR20CTU CA X/BJS CA X/FRA LH T-HAM993.27MRFCCBB F-1PC B-15MAR20
A-15MAR20
- LH X/FRA CA X/BJS B-16MAR20 A-16MAR20 CA CTU553.39QLWRCCBB
- NUC1546.66
- END
- / ROE7.047421
- /OXT
- 123.00DE 318.000Y 164.00RA 1.00RD 245.00RD 3000.00YQ
EI:Q/NON-END/PENALTY APPLY