

国航预付费行李产品

(产品号: B41) V5.0

一、销售日期:

自 2017 年 7 月 17 日起

二、销售渠道

1、国际/地区直达运输: 国航官网、中国国航 APP、95583 电话销售服务中心、会员服务中心 (4006100666)、国航全球直属售票处。

2、国际/地区经停、联程运输: 国航全球直属售票处, 其他渠道将逐步开通。

三、适用条件

1、运输类型 (适用航班):

国际/地区直达、经停航班: 始发站至终点站的运输飞行由同一个航班承运, 挂 CA 代号且由国航实际承运的国际/地区航班, 代码共享航班不适用。

国际/地区联程运输: 预付费行李仅支持始发站至终点站的运输飞行由两个航班承运、中转不超过 24 小时的联程运输, 旅客持联程客票乘坐两个航班才能到达目的地, 且始发站与目的地之间至少有一个航段是国际/地区航段。国际/地区联程运输的所有航班均需挂 CA 代号且由国航实际承运; 代码共享航班不适用; 按照 ATPCO 运价联程判断逻辑切分后, 超过 2 个航班承运的联程不适用。

注：旅客 PNR 中符合上述预付费行李运输类型的航段，均按照 ATPCO 运价联程判断逻辑判断得出。以上运输类型中，根据 ATPCO 运价联程判断逻辑判断得出的单程、往返程均可预订。ATPCO 运价联程判断逻辑请参见第十一项附录。

2、适用客票：票号以“999”开始（包括“999”确认的 BSP 客票）的国际客票；连续客票以及含有多个航段的部分联程客票暂不支持购买联程运输的预付费行李产品，具体情况以白屏前端运价显示为准。对于无法购买预付费行李的联程航段，旅客可到现场购买逾重行李。

3、适用舱位：适用于所有舱位。

4、中转时间限制：预付费行李仅支持中转不超过 24 小时的经停、联程运输。

5、预订时限：预付费行李产品需在航班起飞前 6 小时之外预订，航班起飞前 6 小时之内不允许进行预订。值机后不可预订。

6、旅客范围：适用于所有旅客（婴儿不适用）。

7、产品规格规定：单件预付费行李产品的长、宽、高之和不大于 203CM，单件预付费行李产品重量不超过 32KG。如旅客办理值机手续时，实际携带的预付费行李超大或超重将不予对预付费行李进行接收，旅客需按照托运行李现场收费标准缴纳费用。销售渠道需提前告知旅客单件预付费行李的规格要求，且给旅客的纸质或短信购买凭证上会有关于单

件预付费行李的规格告知信息。

8、产品价格:

第一件预付费行李产品价格为 560 元人民币或等值当地货币，第二件价格为 800 元人民币或等值当地货币。

9、预付费行李限额规定及超额的处理。

每名旅客每个预付费行李运输段，通过所有销售渠道一共最多可购买两件预付费行李。

旅客的预付费行李额度计入超件行李额度中。如果旅客使用了免费托运行李额度及所购买的预付费行李额度后，仍有超件行李需要托运，那么此部分超件行李收费参照《关于下发中国国际航空股份有限公司普通行李免费托运限额及超限额行李收费标准（20160615 版）的通知》（国航股份发〔2016〕119 号）中的附件《国航普通行李超限额收费一览表 20160615 版》的规定执行。

例如，旅客购买了北京——罗马 CA939 航班经济舱的客票，可以免费托运 1 件行李，因为有额外托运行李的需求，旅客又提前购买了 2 件预付费行李。当天在办理乘机登记手续时，旅客总共携带了 4 件托运行李，应首先为旅客免费托运 1 件行李；再使用预付费行李接收流程为旅客托运超出的第 1 件和第 2 件托运行李；最后 1 件托运行李应按照超限额规定中超出的第三件行李的收费标准（1500 元）进行收费。

10、适用的值机方式

预付费行李目前只能在值机柜台办理接收。若旅客通过自助渠道（CUSS 机、国航官网、中国国航 APP 等）值机，预付费行李可能会被自动取消，请值机部门按照本文“五、离港接收”中第 6 条帮助旅客处理。

四、销售规则及操作流程

基本销售规则：预付费行李需每件分别购买，一件预付费行李生成一张 EMD 票，每个行李运输段最多购买 2 件预付费行李。

国际经停、联程运输的航程只能按照全航程购买预付费行李，每件行李每个航程生成一张 EMD 票，不能分航段购买。例如：成都-北京-温哥华，在北京中转不超过 24 小时的联程客票，只能购买成都-北京-温哥华整个航程的预付费行李，不能选择成都-北京或北京-温哥华航段分别购买；如旅客的行李运输段只包含联程中的某个单段，需请旅客到柜台现场购买单段逾重行李。

各渠道操作流程如下。

1、通过直属售票处销售：

（1）销售人员进入 Eterm 白屏的“预付费行李”模块进行国际航班预付费行李产品的销售和操作，操作手册详见附件 2《国际航班预付费行李产品销售和离港操作手册（中英文版）》。

（2）直属售票处支持预付费行李国际/地区直达、经停

和联程航段的销售。

销售人员应首先询问旅客所需购买预付费行李的航段，判断是否符合预付费行李的运输类型。若符合，在输入旅客 PNR 进入预定界面后，查看是否能够单独选择该航段进行购买。该航段能否销售以白屏前端运价显示为准，若航程中部分国际/地区直达航段无法购买，可请旅客通过国航官网或中国国航 APP 购买。若航程中部分符合运输条件的联程航段无法购买，需提醒旅客根据 IATA 国际标准，部分联程航段无法购买，请旅客到现场购买逾重行李。

例 1，旅客 PNR 中的航程为成都-北京（<24h）-温哥华（>24h）-北京，括号中内容为旅客在该航点的停留时间。输入旅客 PNR 进入预定界面后，页面展示：成都-北京(<24h)-温哥华(>24h)和温哥华(>24h)-北京两部分行李运输段可选择预定。成都-北京(<24h)-温哥华(>24h)属于预付费行李的联程运输类型，需整个联程航段一起购买，温哥华(>24h)-北京属于预付费行李直达运输类型，可单独选择购买。

（3）确认旅客是否已经购买/预定过预付费行李、购买/预定渠道及购买过的预付费行李件数（可通过 ETERM 白屏操作页面中的“出票数据”栏核查是否旅客已经购买过，详见附件 2 第 16 页）。

如果“出票数据”栏显示了旅客预付费行李数据，请询

问旅客是否购买/预定了预付费行李、购买/预定渠道以及是否购买成功。如果旅客在同一行李运输段购买了 2PC，销售人员应告知旅客每个预付费行李运输段每名旅客限购 2 件预付费行李，因此不能够再购买；如果旅客只购买了 1PC，销售人员只能最多再为旅客购买 1PC；如果旅客曾经在非白屏渠道（如国航官网和中国国航 APP）预定过预付费行李但未购买成功（未出 EMD 票），此时白屏上可显示预付费行李数据 ASVC 项，销售人员不能手动删除该项为旅客取消预定然后重新购买产品，应告知旅客先通过原渠道取消预付费行李预定，再通过白屏重新购买，否则白屏购买的预付费行李会被系统自动删除。

如果销售人员为旅客购买 2 件预付费行李，请为旅客分件依次购买，即在 ETERM 白屏“选择行李额度”中，分别选择一次“1stPC”和一次“2ndPC”进行预订和 EMD 出票，产生两个 EMD 票号，以方便旅客使用和后期退订。

（4）购买成功后，直属售票处销售人员应将“旅客联”打印并提供给旅客。请销售人员务必并提醒旅客不要进行自助值机操作，并告知旅客携带“旅客联”到柜台进行值机，否则预付费行李可能被自动取消。

（5）由于预付费行李产品需要先预订、再生成预付费行李 EMD 票，对于在白屏渠道只预订、最终没有生成预付费行李 EMD 票的，请销售人员取消之前的预订信息，否则将影

响旅客针对同一航段再次预订和生成预付费行李 EMD 票。

（6）请销售人员不要取消非白屏渠道的预定信息，如发现旅客在非白屏渠道购买过预付费行李需要取消，请告知旅客通过原预定渠道进行取消操作，否则将造成系统错误，导致旅客在白屏重新购买的预付费行李被系统自动删除。

（7）预付费行李不支持客票换开，如旅客已经购买过预付费行李，有行程、舱位、日期等变更需求并需要对客票进行换开，请销售人员告知旅客先通过原渠道退订预付费行李，再进行客票变更，并针对换开后的客票重新购买预付费行李。

2、通过会员服务中心、95583 电话销售服务中心销售：

（1）销售人员进入 Eterm 白屏的“预付费行李”模块进行国际航班预付费行李产品的销售和操作，操作手册详见附件 2《国际航班预付费行李产品销售和离港操作手册（中英文版）》。

（2）会员服务中心、电话销售服务中心只支持直飞单航段的预付费行李的销售，即销售人员需人工判断只选择国际/地区点到点直飞单航段进行销售，不销售联程航段。

销售人员应首先询问旅客所需购买预付费行李的航段，判断是否符合国际/地区点到点直飞单航段的运输类型。若符合，在输入旅客 PNR 进入预定界面后，查看是否能够单独选择该航段进行购买。该航段能否销售以白屏前端运价显示

为准，若遇部分国际/地区单航段无法购买的情况，旅客可通过国航官网或中国国航 APP 购买。

如果旅客所需购买的航段符合预付费行李国际/地区联程运输类型，且能够在白屏上单独选择购买（如例 1 中的成都-北京（<24h）-温哥华（>24h）航段），则需提醒旅客会员服务中心和电话销售服务中心暂不支持联程航段的购买，请通过国航直属售票处购买。

若白屏中无法单独选择购买此联程航段，需提醒旅客根据 IATA 国际标准，部分联程航段无法购买，请旅客到现场购买逾重行李。

（3）确认旅客是否已经购买/预定过预付费行李、购买/预定渠道及购买过的预付费行李件数（可通过 ETERM 白屏操作页面中的“出票数据”栏核查是否旅客已经购买过，详见附件 2 第 16 页）。

如果“出票数据”栏显示了旅客预付费行李数据，请问旅客是否购买/预定了预付费行李、购买/预定渠道以及是否购买成功。如果旅客在同一行李运输段购买了 2PC，销售人员应告知旅客每个预付费行李运输段每名旅客限购 2 件预付费行李，因此不能够再购买；如果旅客只购买了 1PC，销售人员只能最多再为旅客购买 1PC；如果旅客曾经在非白屏渠道（如国航官网和中国国航 APP）预定过预付费行李但未购买成功（未出 EMD 票），此时白屏上可显示预付费行李数

据 ASVC 项，销售人员不能手动删除该项为旅客取消预定然后重新购买产品，应告知旅客先通过原渠道取消预付费行李预定，再通过白屏重新购买，否则白屏购买的预付费行李会被系统自动删除。

如果销售人员为旅客购买 2 件预付费行李，请为旅客分件依次购买，即在 ETERM 白屏“选择行李额度”中，分别选择一次“1stPC”和一次“2ndPC”进行预订和 EMD 出票，产生两个 EMD 票号，以方便旅客使用和后期退订。

（4）购买成功后，会员服务中心、电话销售服务中心应向旅客发送购买成功的短信。请销售人员务必并提醒旅客不要进行自助值机操作，并告知旅客携带短信到柜台进行值机，否则预付费行李可能被自动取消。

（5）由于预付费行李产品需要先预订、再生成预付费行李 EMD 票，对于在白屏渠道只预订、最终没有生成预付费行李 EMD 票的，请销售人员取消之前的预订信息，否则将影响旅客针对同一航段再次预订和生成预付费行李 EMD 票。

（6）请销售人员不要取消非白屏渠道的预定信息，如发现旅客在非白屏渠道购买过预付费行李需要取消，请告知旅客通过原预定渠道进行取消操作，否则将造成系统错误，导致旅客在白屏重新购买的预付费行李被系统自动删除。

（7）预付费行李不支持客票换开，如旅客已经购买过预付费行李，有行程、舱位、日期等变更需求并需要对客票

进行换开，请销售人员告知旅客先通过原渠道退订预付费行李，再进行客票变更，并针对换开后的客票重新购买预付费行李。

3、旅客通过中国国航 APP 购买

中国国航 APP 只支持单航段销售预付费行李，不支持联程航段的销售。

旅客可登录国航移动客户端，选择“行程”板块，进入详情页进行预付费行李购买；或者从首页直接进入“附加服务”板块输入客票号和证件号购买。

4、旅客通过国航官网购买

国航官网只支持单航段销售预付费行李，不支持联程航段的销售。

旅客可登陆国航境内官网，在“服务预定”的“付费行李”板块，可输入客票号和证件号进行预付费行李订购。境外的网站自动跳转至境内官网英文购买页面。

五、离港接收

1、预付费行李使用中航信离港系统采用指令化方式进行接收，离港接收手册详见附件 2《国际航班预付费行李产品销售和离港操作手册（中英文版）》。

2、旅客到达机场办理值机手续时将出示购买凭证（纸质凭证或短信），或口头告知工作人员已经购买了预付费行李，并告知工作人员是否需要对所购买的预付费行李产品进

行接收，纸质的“旅客联”提示内容及短信模版详见附件 3、4。

3、如果旅客携带的预付费行李超出规格限制或者旅客不需要使用预付费行李，将不予对预付费行李进行接收。如果旅客尚未办理值机，请提示旅客到原购买渠道退款。如旅客不便在值机前进行退票操作，请为旅客办理值机，预付费行李将自动接收，EMD 状态变为“C”，此时工作人员务必按照附件 2 离港操作“三、常见流程处理办法”第 3 点通过离港系统更改 EMD 状态为“0”，取消预付费行李接收，并告知旅客尽快通过原购买渠道申请预付费行李产品退款。如旅客行李超规，请告知旅客按照行李现场收费标准缴纳费用。

4、离港系统针对同一航班的同一名旅客，最多接收两件预付费行李，如旅客仍有其它超件行李，需按照托运行李现场收费标准缴纳费用。

5、旅客的预付费行李额度计入超件行李额度中。如果旅客使用了免费托运行李额度及所购买的预付费行李额度后，仍有超件行李需要托运，那么此部分超件行李的收费参照《关于下发中国国际航空股份有限公司普通行李免费托运限额及超限额行李收费标准（20160615 版）的通知》（国航股份发〔2016〕119 号）中的附件《国航普通行李超限额收费一览表 20160615 版》的规定执行。

6、如果旅客已经通过自助渠道（CUSS 机、国航官网、

国航移动客户端等）办理值机，预付费行李 EMD 票可能会与客票断开，此时工作人员务必按照附件 2 离港操作“三、常见流程处理办法”第 12 点的操作，找回预付费行李 EMD 并关联客票，按照流程给旅客办理预付费行李接收。

六、退改签规定及操作流程

1、旅客客票未换开：

票号不变，客票未做换开，预付费行李产品将自动关联到新的日期和航班上，旅客仍能在新的日期使用预付费行李产品。

2、旅客客票换开：

任何情况下的客票换开（如航段变更、日期变更、航班号变更等），预付费行李产品将与原客票断开关联，不能在换开后的客票上使用，旅客需通过原购买渠道申请退款，并可针对换开后的客票重新购买预付费行李产品。

3、如旅客已预订预付费行李产品，在产品尚未使用的情况下（EMD 为 OPEN 状态时）可进行退订，采取“哪里购买哪里退订”的规则，退款时将退还旅客购买的全款。通过 ETERM 白屏操作退款时，在点击“退票”后，系统会自动生成退票单号，不要手工录入退票单号（详见附件 2 第 50 页）。

4、如果旅客通过国航移动客户端和国航境内官网购买，预付费行李尚未使用且 EMD 状态为 OPEN，航班起飞后旅客通过原渠道退票，可能因为 PNR 失效无法正常退票，此时旅客

需联系电话中心 95583，请电话中心网站组后台帮助旅客退款。

其他特殊情形如果旅客退款未成功，可联系呼叫中心，按照第九条“特殊情况处理”办法和规则帮助旅客退款。

5、旅客在任意销售渠道购买预付费行李，必须整买整退，如通过直属售票处购买了一件预付费行李，退订时必须全退，不得按照公斤数退一部分。如旅客购买了 2 件预付费行李，且产生了两张预付费行李 EMD（即每件行李分别对应一个 EMD 票号），退订时请旅客先退第二件价格较高的预付费行李，再退第一件。

6、国际/地区经停、联程运输的预付费行李不能分航段退款；如果旅客购买了联程运输的预付费行李，第一个航班已经起飞，若旅客主动放弃续程航班或遇续程航班取消等特殊原因旅客放弃改签至其他航班，预付费行李不能办理退款，与现场逾重行李处置规则保持一致。例如：温州-北京-温哥华，在北京进行中转或经停时北京-温哥华的航班延误或取消，预付费行李不能退款。

7、如旅客购买了两件预付费行李产品，必须先退第二件、再退第一件。

8、预付费行李产品不得签转。旅客自愿或非自愿签转至外航航班，预付费行李将不能在外航航班使用。

9、如购买预付费行李产品后，旅客的客票或旅行计划

发生变更，需联系原购买渠道退款。

七、预付费行李产品的不正常航班保障

1、国际/地区直飞的航班延误或航班取消，或者国际/地区经停、联程的首段航班延误或取消，如旅客客票未换开，预付费行李产品仍能在新的日期使用。

2、国际/地区直飞的航班延误或航班取消，或者国际/地区经停、联程的首段航班延误或取消，如旅客客票换开，预付费行李产品将与原客票断开关联，不能在原航班使用，旅客需通过原购买渠道申请退款。

3、国际/地区直飞的航班延误或航班取消，或者国际/地区经停、联程的首段航班延误或取消，如旅客购买的预付费行李未能正常使用，旅客可通过原购买渠道申请退款。

4、国际/地区经停、联程的运输，如第一个航班已成行，续程航班延误或取消，预付费行李不能退款。例如：温州-北京-温哥华，在北京进行中转或经停时北京-温哥华的航班延误或取消，预付费行李不能退款。

八、预付费行李产品的发票

旅客购买的预付费行李产品，在对应航段使用完毕后的45天之内，在未开具过发票的前提下，可通过拨打 95583-1-2 要求获取发票。

九、特殊情况处理办法

如旅客购买的预付费行李实际并未使用，由于以下两种

特殊原因，将无法正常退款：（1）值机时旅客并未提示值机工作人员不需要使用预付费行李产品，或值机员工未按照流程为旅客修改 EMD 状态，导致预付费行李被误接收，航班起飞后 EMD 变为 USED/FLOWN 状态，此时旅客通过原渠道无法退款。（2）旅客已办理值机且预付费行李已接收，遇到航班取消等原因旅客未能成行，但通过原渠道无法退款。

当旅客预付费行李未发生实际运输，但按照正常流程无法退款时，请销售人员按照以下流程操作。

1、旅客通过直属售票处申请退款时，如果 EMD 是 USED/FLOWN 状态将无法正常退款，请按照如下流程进行操作：

（1）售票处销售人员填写附件 5《中国国际航空公司电子 EMD 状态修改申请表》（请填写表格及表格以上部分），如旅客提供了当时乘坐航班时行李现场缴费的凭证（托运行李现场缴费凭证示例详见附件 6），请售票处判断真伪并进行复印，随附件 5 一并传真至 010-64596850，并拨打电话销售服务中心 EMD 状态修改小组电话 95583-1-3-1 进行确认。

（2）电话销售服务中心 EMD 状态修改小组接到申请表后，通过中航信客户服务系统提交查询行李跟踪带信息的申请，如行李跟踪带信息与售票处提交的《中国国际航空公司电子 EMD 状态修改申请表》情况相符，电话销售服务中心 EMD 状态修改小组向航信提交修改 EMD 状态的工单。

(3) 如果不能修改, 电话销售服务中心 EMD 状态修改小组向售票处反馈为何不能修改。

(4) 如果可以修改, 电话销售服务中心 EMD 状态修改小组通过中航信客户服务系统提交修改 EMD 状态的申请, 并在状态修改完毕后, 向售票处反馈, 售票处给旅客操作退款。

(5) 对于 EMD 修改状态成功的, 电话销售服务中心 EMD 状态修改小组将附件 5 中的“结果反馈人姓名、结果接收人姓名、结果接收人联系电话”补充完毕后, 传真至结算部运输数据管理部门, 传真号: 010-61461596。

(6) 结算部查询 EMD 状态是否修改成功, 并进行后续工作。

2、旅客联系会员服务中心或电话中心申请退款时, 请按照以下流程操作:

(1) 如 EMD 状态为 USED/FLOWN 状态将无法正常退款, 请 95583 电话销售服务中心或会员服务中心收集旅客现场缴费逾重行李票 (传真、扫描件), 托运行李现场缴费凭证示例详见附件 6。请电话销售服务中心及会员服务中心通过 ETERM 白屏查询预付费行李 EMD 票面, 获取旅客姓名、航班日期、航班号、航段、舱位、ET 票号、EMD 票号等信息。

(2) 请 95583 电话销售服务中心或会员服务中心通过中航信客户服务系统提交查询行李跟踪带信息的申请, 得到回复后核对行李跟踪带信息与旅客反馈的情况是否相符, 判

断是否可以修改 EMD 状态。

(3) 如果不能修改, 会员服务中心或 95583 电话销售服务中心向旅客反馈为何不能修改。如果可以修改, 会员服务中心或 95583 电话销售服务中心通过中航信客户服务系统提交修改 EMD 状态的工单, 并在状态修改完毕后, 向旅客反馈并给旅客操作退款。

(4) 对于 EMD 修改状态成功的, 会员服务中心或 95583 电话销售服务中心将附件 5 (不用补充其中的“结果反馈人姓名、结果接收人姓名、结果接收人联系电话”, 只需填写表格及以上的部分) 传真至结算部运输数据管理部门, 传真号: 010-61461596。

(5) 结算部通过 ETERM 黑屏查询 EMD 状态是否修改成功, 并进行后续工作。

十、系统技术支持保障部门及联系方式

中航信 7*24 小时技术支持电话: 84018401

十一、附录

ATPCO 运价联程判断逻辑

1、确定行程的 stopover 点, stopover 点指:

- (1) 非美加国内航站: 停留超过 24 小时的点。
- (2) 美加国内航站: 停留超过 4 小时的点。

2、切 BT (联程) 逻辑:

- (1) 纯美加行程 (美国国内、加拿大国内):

① 有 stopover 点：每个 stopover 点都会切一次。

② 没有 stopover 点：不切。

(2) 美加国际行程（包含美加）：

① 有 stopover 点：以行程中最远的 stopover 点为切分点。
行程最多 2BT。

② 没有 stopover 点：行程起点终点在同一国，以行程中最远点为切分点。行程最多 2BT。

(3) 除 (1)、(2) 之外的所有行程（非美加行程）：

① 有 stopover 点：每个 stopover 点都会切一次。

② 没有 stopover 点：行程的起点和终点在同一国且行程中有国际段，以行程中最远点为切分点。行程最多 2BT。

③ 没有 stopover 点：行程的起点和终点在同一城市且行程中没有国际段，以行程中最远点为切分点，行程最多 2BT。

除以上情况，其他情况均不切分。

Air China Prepaid Baggage Products

(Product code: B41) V5.0

1. Date of sale:

From Jul17, 2017

2. Sales channels

1. International/regional nonstop flights: Air China's official website; Air China app; 95583 telephone sales service center; Member Service Center (4006100666); Air China affiliated ticket offices worldwide.

2. International/regional stopovers, connecting flights: Air China affiliated ticket offices worldwide; other channels will be opened step-by-step.

3. Applicable conditions

1. Transport category (applicable for flights):

International/regional nonstop flights, stopover flights: transport flights from origin to destination with the same flight number. Applies to flights with CA flight numbers operated by Air China, not applicable to codeshare flights.

International/regional connecting flights: prepaid baggage is supported only on journeys between origin and destination consisting of two scheduled flights and connecting flights with a stopover not exceeding 24 hours. Passengers holding a ticket

containing a connecting flight must reach their destination via a journey consisting of two scheduled flights, and the journey between origin and destination must have at least one international segment or one regional segment. International/regional connecting flights must have a CA flight code and be operated by Air China. Codeshare flights are not applicable. In accordance with ATPCO rules on connecting flights, journeys consisting of more than two scheduled flights are not applicable.

Note: whether a passenger's PNR contains flight segments which correspond with the aforementioned requirements for prepaid baggage should be determined in accordance with ATPCO rules on fares for connecting flights. In the transport category above, based on ATPCO rules on fares for connecting flights, both one-way and return tickets can be booked. For ATPCO rules on fares for connecting flights, please see Appendix 11.

2. Applicable tickets: International tickets with ticket numbers beginning with "999" (including confirmed "999" BSP tickets); consecutive tickets and connecting tickets with multiple segments are not accepted for purchase of connecting flight prepaid baggage products. In practice, white screen front end

fares displayed shall serve as the norm. If a connecting flight does not qualify for the prepaid excess baggage product, passengers should pay excess baggage charges at the airport.

3. Applicable seat classes: applicable to all seat classes.

4. Transfer time limits: prepaid baggage is only available for stopovers and connecting flights not exceeding 24 hours.

5. Pre-booking time limits: prepaid baggage products must be booked at least six hours before scheduled takeoff. Pre-booking is not permitted within six hours of scheduled takeoff. Pre-booking is not available after check-in.

6. Passenger scope: applicable to all passengers (excluding infants).

7. Product specifications: each item of prepaid baggage is not to exceed a sum total of 203cm in length, width and height. Each item of prepaid baggage is not to exceed 32kg. If, during check-in, a passenger's prepaid baggage is found to exceed size or weight limits, staff may refuse to accept it. The passenger must pay a standard checked baggage fee. Sales channels must inform passengers of the required baggage standards in advance, and paper or SMS confirmation of their purchase provided to customers should also inform them of baggage standards.

8. Product pricing:

The first item of prepaid baggage shall be priced at 560RMB or the local currency equivalent. The second item shall be priced at 800RMB or the local currency equivalent.

9. Prepaid baggage limits and excess handling.

Every customer may purchase a maximum of two items of prepaid baggage for each transit segment via all sales channels.

Customers' prepaid baggage limit will be included in excess baggage limits. If, after a customer uses their free checked baggage limit and prepaid baggage limit, there is still excess baggage to be checked, then a fee should be charged after consulting the appendix "Excess Baggage Fee Collection Standards for Ordinary Baggage on Air China-Operated Flights(20160615 Edition)" in "Notice on Release of 'Air China Ordinary Checked Baggage Allowance and Excess Baggage Fee Collection Standards' (20160615 Edition)" (Air China Limited (2016) Notice 119)

For example, a passenger who has purchased an economy class ticket on flight CA939 from Beijing to Rome may check-in one item of baggage free of charge, and because they require to check-in excess baggage, said customer has purchased two items of prepaid baggage beforehand. On the day that they register at check-in, the passenger is carrying a total of 4 pieces

of checked baggage. First, they should check-in 1 item of baggage free of charge. Then they should use their prepaid baggage to check-in the first and second items that exceed their baggage allowance. A fee for the final item of checked baggage should be charged as for a third item of excess baggage (1500RMB).

10. Applicable check-in methods

Prepaid baggage is currently only available for baggage received at the check-in counter. If passengers check-in through self-service channels (such as CUSS check-in, Air China's official website, or the Air China app), prepaid baggage will be automatically cancelled. Check-in departments are asked to assist passengers to check in in accordance with point 6 of section 5 of this text, "Acceptance at Departure".

4. Sales Regulations and Operating Procedures

Basic sales regulations: each item of prepaid baggage must be purchased separately, one EMD ticket is generated for each item of prepaid baggage, a maximum of 2 items of prepaid baggage may be purchased for each baggage transit segment.

On international stopovers and connecting flights, prepaid baggage can only be purchased for the entirety of the journey. Each item of baggage will generate an EMD ticket for each

flight, and prepaid baggage cannot be purchased for separate segments of the journey. Example: Chengdu-Beijing-Vancouver, with a stopover in Beijing lasting less than 24 hours. Prepaid baggage can only be purchased for the entire journey of Chengdu-Beijing-Vancouver. It is not possible to choose Chengdu-Beijing or Beijing-Vancouver and purchase those segments separately. If a passenger's baggage transit section only includes one segment of a connecting flight, the passenger must be called to the check-in desk to purchase excess baggage for a single segment of the journey.

The operating procedures for all channels are as follows.

1. Sales through affiliated ticket offices:

(1) Sales staff access the Eterm white screen "prepaid baggage" module and proceed with sale and operation of international prepaid baggage products. For further details consult Appendix 2 "International Flight Prepaid Baggage Sales and Departure Operation Manual (Chinese-English version)".

(2) Affiliated ticket offices support sale of prepaid baggage on international and regional direct flights, stopovers and connecting flights.

Sales staff should first ask which segment passengers want to pre-purchase excess baggage for and check that it is eligible.

If eligible, sales staff should enter the PNR and check if excess baggage can be pre-purchased for that segment alone. eTerm will display the pre-purchase price if the segment can be selected. If some international/regional non-stop segments cannot be selected in eTerm, passengers can use the Air China website or mobile app to pre-purchase excess baggage. If some segments of connecting flights cannot be selected in eTerm, notify the passenger that this is in accordance with IATA standards and inform them that they should pay excess baggage charges at the airport.

Example1: After entering the PNR, the following itinerary is displayed: Chengdu - Beijing (<24h) - Vancouver (>24h) - Beijing (numbers in brackets indicate stopover time.) Enter the PNR number and open the booking screen: Excess baggage can be pre-purchased for the Chengdu - Beijing (<24h) - Vancouver (>24h) sector and Vancouver (>24h) - Beijing segment. Chengdu - Beijing (<24h) - Vancouver (>24h) is a connecting flight, so excess baggage must be pre-purchased for the entire sector; Vancouver (>24h) - Beijing is a non-stop flight, so excess baggage can be pre-purchased separately.

(3) Confirm whether or not the passenger has already purchased/booked prepaid baggage, through which channel it

was purchased/booked, and the number of items purchased (this can be done by checking the ETERM white screen operation page "ticket data" box to see whether or not the customer has already purchased; for further details, refer to page 16 of appendix 2).

If the "ticket data" box shows prepaid baggage data, please ask the passenger if they have already purchased/booked prepaid baggage, through which channel it was purchased/booked, and whether or not purchase was successful. If a passenger has purchased 2 items of baggage for one journey, the salesperson should inform the passenger that each passenger is limited to two items of prepaid baggage per flight, and that they cannot purchase any more. If the passenger has purchased 1 piece, the salesperson can only purchase 1 more piece of baggage for them. If the passenger has attempted to purchase prepaid baggage through non-white screen channels (such as the Air China official website and the Air China APP) but has been unsuccessful in doing so (an EMD ticket has not been generated), the white screen will display an ASVC in the prepaid baggage data. The salesperson should not manually delete this ASVC, cancel the booking, and re-purchase the baggage for the passenger. Instead, they should ask the

passenger to cancel the prepaid baggage booking via their original channel, and then re-purchase via a white screen. Otherwise, prepaid baggage bookings made through a white screen will be automatically deleted by the system.

If the salesperson purchases 2 pieces of baggage for the customer, they must purchase each item separately, by going onto the "select baggage limit" section of the ETERM white screen, and individually selecting "1stPC" and then selecting "2ndPC" when carrying out the booking and generating EMD tickets, creating two EMD ticket numbers. This is the most convenient option for the customer and allows them to easily cancel their booking later on.

(4) After purchase is successful, salespersons in affiliated ticket offices should print a "passenger coupon" and give it to the passenger. Sales personnel must remind passengers not to use self-service check-in, and inform passengers carrying a "passenger coupon" to check-in at the check-in desk, otherwise their prepaid baggage may be automatically cancelled.

(5) Because prepaid baggage products must be booked in advance and because EMD tickets are generated for prepaid baggage, for bookings on white screen channels that ultimately do not generate prepaid baggage EMD tickets, sales personnel

must cancel the previous booking information. Otherwise this will affect the passenger, who in response will book again and generate a prepaid baggage EMD ticket for the same segment of the journey.

(6) Sales personnel are asked not to cancel booking information from non-white screen channels. If they discover that a passenger has purchased prepaid baggage via a non-white screen channel and now needs to cancel it, please request that the customer cancel the booking through the original channel. Otherwise, this will create a system error, causing prepaid baggage that the customer re-books via white screen channels to be automatically deleted.

(7) Prepaid baggage does not support changes in customer tickets. If a passenger has already purchased prepaid baggage, and requires a modification of the journey, seat class, or date which will require a ticket to be changed, sales personnel must ask the passenger to cancel their prepaid baggage via the original channel through which it was purchased, and then proceed to modify the ticket. Prepaid baggage must then be re-purchased for the changed customer ticket.

2. Sales made through Member Service Center、95583 telephone sales center:

(1) Sales staff access the Eterm white screen "prepaid baggage" module and proceed with sale and operation of international prepaid baggage products. For further details consult Appendix 2 "International Flight Prepaid Baggage Sales and Departure Operation Manual (Chinese-English version)".

(2) The member service center and telephone sales center only support sale of prepaid baggage on direct single-segment flights. The salesperson must manually determine and select only international/regional point-to-point direct flights for sales, and cannot sell prepaid baggage on connecting flights.

Sales staff should first ask passengers which segment they want to pre-purchase excess baggage for and verify that it is an eligible international/regional non-stop flight. If eligible, sales staff should enter the PNR and check if excess baggage can be pre-purchased for that segment alone. If available, eTerm will display the pre-purchase price. If some international/regional flight legs cannot be selected in eTerm, passengers can use the Air China website or mobile app to pre-purchase excess baggage.

If the passenger wants to pre-purchase excess baggage for an eligible segment of an international/regional connecting flight that can be selected independently in eTerm (such as the

Chengdu - Beijing - Vancouver sector in the example above,) inform them that the member service center and telephone sales center cannot process requests for connecting flights and recommend that they proceed to an Air China ticketing office.

If excess baggage cannot be pre-purchased for some eligible connecting flights, notify the passenger that this is in accordance with IATA international standards and inform them that they should pay excess baggage charges at the airport.

(3) Confirm whether or not the passenger has already purchased/booked prepaid baggage, through which channel it was purchased/booked, and the number of items purchased (this can be done by checking the ETERM white screen operation page "ticket data" box to see whether or not the customer has already purchased; for further details, refer to page 16 of appendix 2).

If the "ticket data" box shows prepaid baggage data, please ask the passenger if they have already purchased/booked prepaid baggage, through which channel it was purchased/booked, and whether or not purchase was successful. If a passenger has purchased 2 items of baggage for one journey, the salesperson should inform the passenger that each passenger is limited to two items of prepaid baggage per flight, and that they cannot

purchase any more. If the passenger has purchased 1 piece, the salesperson can only purchase 1 more piece of baggage for them. If the passenger has attempted to purchase prepaid baggage through non-white screen channels (such as the Air China official website and the Air China APP) but has been unsuccessful in doing so (an EMD ticket has not been generated), the white screen will display an ASVC in the prepaid baggage data. The salesperson should not manually delete this ASVC, cancel the booking, and re-purchase the baggage for the passenger. Instead, they should ask the passenger to cancel the prepaid baggage booking via their original channel, and then re-purchase via a white screen. Otherwise, prepaid baggage bookings made through a white screen will be automatically deleted by the system.

If the salesperson purchases 2 pieces of baggage for the customer, they must purchase each item separately, by going onto the "select baggage limit" section of the ETERM white screen, and individually selecting "1stPC" and then selecting "2ndPC" when carrying out the booking and generating EMD tickets, creating two EMD ticket numbers. This is the most convenient option for the customer and allows them to easily cancel their booking later on.

(4) After a successful purchase, the member service center and the telephone sales service center should send purchase confirmation to the passenger via SMS. Sales personnel must remind passengers not to use self-service check-in, and request that passengers carrying a "passenger coupon" check-in at the check-in desk, otherwise their prepaid baggage may be automatically cancelled.

(5) Because prepaid baggage products must be booked in advance and because EMD tickets are generated for prepaid baggage, for bookings on white screen channels that ultimately do not generate prepaid baggage EMD tickets, sales personnel must cancel the previous booking information. Otherwise this will affect the passenger, who in response will book again and generate a prepaid baggage EMD ticket for the same segment of the journey.

(6) Sales personnel are asked not to cancel booking information from non-white screen channels. If they discover that a passenger has purchased prepaid baggage via a non-white screen channel and now needs to cancel it, please request that the customer cancel the booking through the original channel. Otherwise, this will create a system error, causing prepaid baggage that the customer re-books via white screen channels to

be automatically deleted.

(7) Prepaid baggage does not support changes in customer tickets. If a passenger has already purchased prepaid baggage, and requires a modification of the journey, seat class, or date which will require a ticket to be changed, sales personnel must ask the passenger to cancel their prepaid baggage via the original channel through which it was purchased, and then proceed to modify the ticket. Prepaid baggage must then be re-purchased for the changed customer ticket.

3. Customers purchasing via the Air China app

The Air China app only supports the sale of prepaid baggage on single-segment journeys, and does not support sales on connecting flights.

Customers can log onto the Air China Mobile Client, choose the "itinerary" section and continue onto the details page to purchase prepaid baggage. Alternatively, they can go directly from the front page to the "additional services" section, inputting their ticket number and ID number to proceed with purchase.

4. Passengers purchasing via the Air China official website

The Air China official website only supports sale of prepaid

baggage for single-segment journeys, and does not support sales for connecting flights.

Passengers can log on to the Air China domestic official website, and on the "pay for baggage" section of the "service booking" area, they can enter their ticket number and ID number to proceed with booking of prepaid baggage. The international site will automatically redirect to the English language version of the purchase page on the domestic website.

5. Acceptance at Departure

1. Prepaid baggage uses TravelSky's departure system to accept baggage in an ordered manner, for further details on the departure acceptance manual please refer to appendix 2 of "International Flight Prepaid Baggage Product Sales and Departure Operations Manual (Chinese-English version)".

2. Passengers arriving at the airport and following check-in procedures should produce proof of purchase (either paper voucher or SMS confirmation), or verbally inform a staff member that they have already purchased prepaid baggage, and inform staff of whether they will need to use their purchased prepaid baggage allowance. For further information on the details of the paper "passenger coupon", and a template for SMS, please refer to appendix 3 and 4.

3. If the passenger's prepaid baggage exceeds standard restrictions, or the customer does not need to make use of their prepaid baggage, then staff should refuse to accept prepaid baggage. If the passenger has not yet checked in, please suggest that they request a refund via their original purchase channel. If it is inconvenient for the passenger to request a refund before checking in, please handle check-in for the customer. Prepaid baggage will be automatically accepted, and the EMD status will change to "C". At this point the staff member must change the EMD status to "O" via the departure system, following point 3 of "3. Common processing procedures" in appendix 2, cancelling acceptance of prepaid baggage, and informing the passenger that they must apply for a refund through their original prepaid baggage sales channel as soon as possible. If the passenger's baggage exceeds regulations, please inform the passenger that they will have to pay a fee in accordance with fee standards.

4. The departure system will accept a maximum of two items of prepaid baggage per customer per flight. If the customer still has excess baggage, fees should be charged according to baggage fee standards.

5. Customers' prepaid baggage limit will be included in

excess baggage limits. If, after a customer uses their free checked baggage limit and prepaid baggage limit, there is still excess baggage to be checked, then a fee should be charged after consulting the appendix "Excess Baggage Fee Collection Standards for Ordinary Baggage on Air China-Operated Flights(20160615 Edition)"in "Notice on Release of 'Air China Ordinary Checked Baggage Allowance and Excess Baggage Fee Collection Standards' (20160615 Edition)" (Air China Limited (2016) Notice 119).

6. If a customer who has already checked in through self-service channels (such as a CUSS machine, the Air China official website, or the Air China mobile client), the prepaid baggage EMD ticket may be separated from the customer ticket. At this point, staff should follow point 12 of "3. Common processing procedures" in appendix 2, retrieving the prepaid baggage EMD and linking it to the passenger's ticket, accepting the passenger's baggage according to procedure.

6. Refund and alteration regulations and operating procedures

1. Passenger ticket has not been changed

If the ticket number remains unchanged, the ticket has not been changed, and prepaid baggage products will be

automatically linked to the new date and flight. The passenger can still make use of their prepaid baggage on the new date.

2. Ticket has been changed:

Under any circumstances of change in ticket (such as change in flight segments, change of date, change of flight number and so on), prepaid baggage products will be separated from the original ticket, and cannot be used after the ticket has been changed. The passenger must request a refund via their original purchase channel, and can re-purchase prepaid baggage for their changed ticket.

3. If the passenger has already booked prepaid baggage, but the product has not been used (when the EMD is set to OPEN status), then cancellation is possible. Under the principle of "buy anywhere, refund anywhere", the passenger's purchase will be refunded in full. When carrying out a refund via ETERM white screen, after clicking "refund", the system will automatically generate a refund number. Do not manually enter the refund number (see appendix 2, page 50).

4. If the passenger has made their purchase via the Air China mobile client or the Air China official domestic website, the prepaid baggage has not been used and the EMD is set to OPEN status, and the passenger applies for a refund through

their original sales channel after the flight has taken off, a normal refund may not be possible due to an invalid PNR. At this point the passenger should contact the 95583 call center, and ask that the call center help them by carrying out the refund via the website back-end.

If the passenger's refund is unsuccessful in other, extraordinary circumstances, they can contact the call center, who will assist them in obtaining a refund in accordance with methods and regulations described in article 9, "Operating procedures for exceptional circumstances".

5. Regardless of which sales channel passengers use to purchase prepaid baggage, they must have their purchase cancelled entirely. If a customer purchases one item of prepaid baggage through an affiliated ticket office, then it must be cancelled in full. They cannot be refunded for a portion of the weight in kilograms. If a customer has purchased 2 items of prepaid baggage, generating two prepaid baggage EMDs (that is, each item of baggage has its corresponding EMD ticket number), then when the refund is carried out, the customer must first refund the second, more expensive item of prepaid baggage, and then refund the first.

6. Prepaid baggage on international/regional stopovers and

connecting flights cannot be refunded separately. If the passenger has purchased prepaid baggage on a connecting flight and the first flight has already taken off, and the passenger decides of their own accord to abandon their continuing flight or encounters extraordinary circumstances which cancel the continuing flight and refuses to change to another flight, then prepaid baggage cannot be refunded. Standard excess baggage regulations remain in effect as usual. For example: on a Wenzhou-Beijing-Vancouver journey, the flight of Beijing-Vancouver is delayed or cancelled during the change or stopover period in Beijing, prepaid baggage cannot be refunded.

7. If a passenger has purchased two items of prepaid baggage, the second item must be refunded first, then the first item.

8. Prepaid baggage products cannot be transferred. If the passenger is voluntarily or involuntarily transferred to an external flight, prepaid baggage cannot be transferred to the external airline.

9. If, after purchasing prepaid baggage products, the passenger's ticket or travel plan changes, they must pursue a refund via their original purchase channel.

7. Safeguards against flight abnormalities for prepaid baggage products

1. When international/regional direct flights are delayed or cancelled, or the first segments of international/regional stopovers or connecting flights are delayed or cancelled, if the passenger's ticket has not been changed, prepaid baggage may be used on the new date.

2. When international/regional direct flights are delayed or cancelled, or the first segments of international/regional stopovers or connecting flights are delayed or cancelled, if the passenger's ticket has been changed, prepaid baggage products will be separated from the passenger's original ticket and cannot be used on the original flight. The passenger must apply for a refund via their original purchase channel.

3. When international/regional direct flights are delayed or cancelled, or the first segments of international/regional stopovers or connecting flights are delayed or cancelled, if the passenger's purchased prepaid baggage cannot be made use of, the passenger may apply for a refund via their original purchase channel.

4. For international/regional stopovers or connecting flights, if the first segment has already been completed, and the

continuing flight is delayed or cancelled, prepaid baggage cannot be refunded. For example: on a Wenzhou-Beijing-Vancouver journey, the flight is delayed or cancelled during the change or stopover period of Beijing-Vancouver; prepaid baggage cannot be refunded.

8. Receipts for prepaid baggage products

Provided that they have not already been provided with a receipt, passengers purchasing prepaid baggage products may, within 45 days of use on the corresponding flight segment, request a receipt by calling 95583-1-2.

9. Operating procedures for exceptional circumstances

If the prepaid baggage purchased by the passenger is not actually used, refund will not be possible under the following two circumstances: (1) at the time of check-in, the passenger has not notified check-in staff that they will not need to use their prepaid baggage, or check-in staff have not followed procedure in changing the passenger's EMD status, leading to prepaid baggage being erroneously accepted, with the EMD status being changed to USED/FLOWN after the flight has taken off. At this point the customer cannot request a refund through their original channel. (2) After the passenger has already checked in and prepaid baggage has already been received, the flight is

cancelled or for other reasons the passenger cannot make the trip, but refund is not possible via the original channel.

When the customer's prepaid baggage has not actually been transported, but refund is not possible under standard operating procedures, sales staff should follow the operating procedures below.

1. When a passenger requests a refund through an affiliated ticket office, if the EMD status is USED/FLOWN and there is no way to issue a standard refund, please follow the procedure below:

(1) Ticket office sales personnel must fill in appendix 5 "Air China Limited Electronic EMD Status Alteration Request Form" (please fill in the form and the section above the form). If the passenger provides proof of having been charged baggage fees at the time (for a typical baggage fee receipt please see appendix 6), ticket office personnel shall determine its authenticity and make a photocopy, sending it as a fax along with appendix 5 to 010-64596850 and calling the telephone sales center EMD Status Alteration Team to confirm on 95583-1-3-1.

(2) After receiving the application form, the telephone sales center EMD Status Alteration Team shall submit a baggage

tracking information inquiry via TravelSky's customer service system. If the baggage tracking information corresponds with the "Air China Limited Electronic EMD Status Alteration Request Form", the telephone sales center EMD Status Alteration Team shall submit a EMD Status Alteration work order to TravelSky.

(3) If it cannot be altered, the telephone sales center EMD Status Alteration Team shall provide the ticket office with feedback as to why it cannot be altered.

(4) If it can be altered, the telephone sales center EMD Status Alteration Team shall submit an EMD Status Alteration request via TravelSky. After the status has been altered, feedback shall be provided to the ticket office, and the ticket office shall provide the customer with a refund.

(5) With regards to successful alteration of EMD status, the EMD Status Alteration Team shall complete the "name of staff responsible for feedback of result", "name of staff responsible for acceptance of result", and "telephone number of staff responsible for acceptance of result" fields in appendix 5, and send them via fax to the accounting department's transport data management division at 010-61461596.

(6) The accounting department shall check if the EMD

status has been successfully altered, and carry out follow-up work.

2. If a passenger applies for a refund via the Member Service Center or telephone sales center, please follow the operating procedure below:

(1) If the EMD status is USED/FLOWN then a standard refund will not be possible. The 95583 telephone sales service center or the Member Service Center must collect the passenger's excess baggage ticket (via fax or scan). For an example of a typical baggage fee receipt please see appendix 6. The telephone sales service center and the Member Service Center shall check the prepaid baggage EMD ticket via ETERM white screen, obtaining the passenger's name, flight date, flight number, flight segment, seat class, ET ticket number, EMD ticket number and other such data.

(2) The 95583 telephone sales center or the Member Service Center shall submit a baggage tracking information inquiry via TravelSky's customer service system, verify whether the result of the baggage tracking information inquiry corresponds with the passenger's stated situation, and determine whether or not it is possible to alter the EMD status.

(3) If it cannot be altered, the Member Sales Center or the

95583 telephone sales center shall provide the passenger with feedback as to why it cannot be altered. If it can be altered, the Member Service Center or the 95583 telephone sales center shall submit an EMD Status Alteration work order via TravelSky. After the status has been altered, feedback shall be provided to the customer along with their refund.

(4) With regards to successful alteration of EMD status, the Member Service Center or the 95583 telephone sales service center shall send a copy of appendix 5 via fax (it is not necessary to fill in the "name of staff responsible for feedback of result", "name of staff responsible for acceptance of result", or "telephone number of staff responsible for acceptance of result" fields on the form, only the form and the section above the form need to be filled in) to the accounting department's transport data management division at fax number 010-61461596.

(5) The accounting department shall check whether the EMD status has been successfully altered via ETERM blank screen, and carry out follow-up work.

10. System technical support and security department and contact information

TravelSky 24/7 support telephone number: 84018401

11. Appendix

ATPCO fare logic

1. Determine if itinerary includes stopovers, defined as follows:

(i) Destinations outside the U.S. and Canada: Connections which exceed 24 hours.

(ii) Destinations in the U.S. and Canada: Connections which exceed 4 hours.

2. Determining fare break points for connecting flights:

(i) Domestic U.S. and Canadian itineraries:

a. With stopover: Fare is broken at each stopover point.

b. No stopover: Fare is not broken.

(ii) International U.S. and Canadian itineraries:

a. With stopover: Fare is broken at the furthest stopover.

Maximum of two BT per itinerary.

b. No stopover: If the origin and destination are in the same country, the fare break point is the furthest point.

Maximum of two BT per itinerary.

(iii) All other itineraries:

a. With stopover: Fare is broken at each stopover point.

b. No stopover: If the origin and destination are in the same country and the itinerary has an international segment, the fare break point is the furthest point. Maximum of two BT per

itinerary.

c.No stopover: If the origin and destination are in the same city and the itinerary has no international segment, the fare break point is the furthest point. Maximum of two BT per itinerary.

Fares are only broken where the above conditions apply.