



Dear Travel Partner:

An important message to you and your agency for the reservation/ticket handling S.O.P. of such MU/FM flight involuntary schedule change pre-authorization to save time on both sides!

From now on, any time you encounter a MU/FM flight Involuntary Schedule Change (for either Departure time or Arrival time reaches/over +/- 16 minutes deviation from the original booked/ticketed schedule) or Cancellation with our Official Flight Schedule Change Notice shown in the PNR, then you are PRE-Authorized with following Reservation/ticketing handling S.O.P.s with no need to call us for further waiver approval/authorization.

1. If PAX is unable to accept such flight schedule change (may include but is not limited to an alternate MU/FM protected flight in the PNR), you are pre-authorized to a full refund for an unused ticket or a partial refund on a partially used ticket with the unused 1/2 RT Fare Component/Fare Basis portion(s).

1-1 The ticket refund must be processed through ARC by your end,

1-2 Please insert the standard REFUND penalty waiver code [ MUXXX/DATE SC } (or {FMXXX/DATE SC} ) into the Waiver Code Box in the ARC Audit Coupon as your proof of such ticket refund with penalty waiver authorization.

Note: the MUXXX/DATE or FMXXX/DATE means the flight's involuntary schedule change reaches/over +/- 16 minutes by MU with the MU official schedule change notice shown in the PNR!

However, agency up-front commission recall is a MUST if applicable!

2. If PAX either accepts the alternate protected MU/FM flight or if PAX wishes to re-schedule within +/- 3 days from the original booked/ticketed flight being scheduled has been changed under the SAME RBD (booking code) with a confirmed status.

2-1 The ticket must be processed ticket EVEN EXCHANGE by your end.

2-2 Please insert the standard DATE Change/Reissue penalty waiver code [ MUXXX/DATE SC } (or {FMXXX/DATE SC} ) into both the Waiver Code Box in the ARC Audit Coupon and the Endorsement Box in the ARC Passenger Coupon as your proof of such ticket Even Exchange with date change/reissue penalty waiver authorization.

Note: the MUXXX/DATE or FMXXX/DATE means the flight's involuntary schedule change reaches/over +/- 16 minutes by MU with the MU official schedule change notice shown in the PNR!

3. However, only for such involuntary schedule change situations beyond the above criteria (such as if you are unable to re-book a new flight/date with the same RBD within the +/- 3 days range or request the same class code) please call HQ for help! (Call Center: +86 21 206 95530)

4. EXAMPLE:With my above illustration, your subject Refund Request is pre-authorized since MU officially notified it in the PNR which follows the criteria above:

Your standard waiver code is [ MU211/30DEC SC ] to be inserted into the Waiver Code Box in the ARC Audit Coupon.

Please process the ARC Refund on your end.