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| Receive Unit | AZ / CZ / China Airlines Branch Office world-wide (posted on CAL EIP) & Dynasty Package Ground Handling Agent (posted on ePayment System) |
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China Airlines Dynasty Package ePayment System User Guide
(for Ground Handling Agent)
IM-SE-006

Chapter 1 - Preface

China Airlines Dynasty Package ePayment System (abbrev. as the system) is planned by China Airlines Passenger Sales & Marketing Division (SZ), and built up by Information Management Division (CZ). The system is launching in January 2007 to make ground handling agent (abbrev. as GHA) billing process became automation. Dynasty Package brand-new billing procedure through the system is eligible to transactions which Taiwan departure date is effective on/after the 1st of January 2007. The unique strength of this transformation highlighted as below:

1. To tick off fulfilled ground services online, and no need to collect the voucher upon guests’ arrival

Through daily routine check to tick each transaction off on-line, it will make sure guests duly arrived and checkin the reserved hotel. So extra manpower to collect the voucher copy by tour guide, driver, airport assistant, or the staying hotel is no longer required.

2. To preview eVoucher details online to keep GHA’s internal booking 100% accurate.

eVoucher data is open to GHA to search for the past and the future bookings on own demand. It makes GHA convenient to cross check internal records prior to guest’s arrival to avoid any discrepancy or missing incurred.

3. To save GHA’s manpower to do Dynasty Tour Payment report (abbrev. DTPR)

Every transaction chargable amount has been pre-calculated by the system. It saves GHA’s manpower to prepare monthly DTPR. After GHA verifies rates of each transaction and ticks receivable items off, the well-processed transaction will be stacked up to the pool of monthly payment report automatically.

4. To deal with special cases or no show cases efficiently

In the past, with respect to billing for no show charges, and cancellation charges against cancellation policy for guaranteed or confirmed reservations no matter eVoucher has been issued or not. Those are quite difficult to handle due to the voucher copy is not well received. Also a few ground service recovery granted for mishandling or irregularity derived from GHA or China Airlines, it will increase the ground payable. Now the handling procedure for above specific cases has been formulated as submitting, auditing, and approval and implemented in the system. It will improve both GHA and China Airlines to deal with specific cases more efficient and traceable.

5. To store historical periodic payment reports and every eVoucher details in paperless
Chapter 2  Log in Requirements and Main Function Highlights

1. The system is easily accessible through Internet (Internet Explorer restricted to version 6.0 and above) and link to the website (http://tpeweb02.china-airlines.com/webux/main). After login the system, it keeps stagnant more than 30 minutes will be disconnected automatically. Required login information stated as below (see Fig. 1 a):

1.1. Vendor Code : defined by China Airlines Passenger Sales & Marketing Division, E-Commerce Department

1.2. User ID : created, maintained, and suspended on GHA’s own demand

1.3. User Password : updated by the user per se

2. Four different main functions of the system outlined as below (see Fig. 1 b):

2.1. Query : GHA ticks fulfilled ground service off daily, and verifies auto-calculated rates correct or not. It also supports any transaction inquiry for the future and the past.

2.2. Report : GHA produces and keeps every monthly billing report DTPR

2.3. Maintenance : GHA manages system internal users under the granted vendor code

2.4. Change Password : every user may update login password at any time

(Figure 1)
Chapter 3  •  Introduction of System Operation Procedure

1. Daily Routine Check

1.1 The Summary

Three sub-functions (see Fig. 2) including ‘Query Voucher’, ‘Edit Voucher’, and ‘No Voucher No.’ all are concerned with GHA Dynasty Package daily operation. Through daily routine check, the well-processed transaction already been kept to generate the coming billing report.

1.1.1 Query Voucher

To search for any eVoucher detail information under the supervision of GHA including the charged and uncharged.

1.1.2 Edit Voucher

1.1.2.1 To enquire eVoucher details limited to the uncharged. Everyday GHA’s ‘must do’ is to tick fulfilled ground services off on-line (named as eCheckin). This way thoroughly replaces the traditional meet-on-arrival manpower to collect eVoucher copy in the past.

1.1.2.2 To verify each transaction pre-calculated rates is correct and to tick items shall be charged off, the receivable will be summed up. The breakdown rates shown is according the contract along with any additional surcharge followed by GHA replied message upon hotel confirmation. When the above action is done, the well processed transaction will be gathered to Dynasty Tour Payment Report - DTPR A Report.

1.1.2.3 When eVoucher status shown ‘Refund’ but GHA must charge cancellation or no show penalty based on the contract, it is allowed to tick the charged items off. The well processed transaction will be gathered to DTPR B Report.

1.1.2.4 When eVoucher status shown ‘Void’ but GHA must charge hotel late cancellation penalty based on the contract, it is allowed to tick the charged items off. The transaction then goes through China Airlines E-Commerce Dept. to audit on-line. Once approved it will be gathered to DTPR B Report.

1.1.2.5 Any specific case the receivable shall be deducted to make up for mishandling by GHA, it is allowed to input the said amount on GHA’s own demand. On the contrary, in order to increase the receivable for any irregular case caused by China Airlines or eVoucher issuance travel agent, GHA must contact the route in-charge person in CI E-Commerce Dept. to adjust the amount. Through CI auditing procedure on-line, the approved one will be gathered to DTPR B Report.
1.1.3 No Voucher No.
eVoucher No. is the key reference to search for any transaction in the system. Nevertheless, when a confirmed hotel reservation has been cancelled within well-informed cancellation deadline prior to eVoucher issuance, this is the only way to apply for cancellation penalty according to the contract. The application will go through China Airlines E-Commerce Dept. to audit online. Once approved it will be gathered to DTPR C Report.

1.2 How to Query Voucher

※ Query Voucher ※

Step 1 Select the supervisory destination separately, e.g. Tokyo (TYO), Nagoya (NGO), or Osaka (OSA).

(Figure 2)
To retrieve specific transaction can be searched by a single PNR No., Voucher No., or guests’ Taiwan departure date (see Fig. 3 a). It can also be filtered out further by voucher status (Issued, Void, Revoke, and Refund included) as well as searched transactions under no invoice no. conditions (see Fig. 3 b). The finding summarized each transactions’ Taiwan departure date, PNR No., no. of guests (infant excluded), main pack tour code, voucher no., and voucher status (see Fig. 3 c). Continue to click eVoucher to review each voucher in detail, and to click View Detail to review the uncharged transaction with system auto-calculated rates, or to review the charged with verified transaction (Here is prohibited to edit).
1.3 How to Edit Voucher

※ Edit Voucher ※

**Step 1**  Search conditions of ‘Edit Voucher’ and ‘Query Voucher’ are all the same (see Fig. 4 a). Everyday GHA shall tick fulfilled ground services off on-line (named as eCheckin). It is allowed to tick any transaction off with Taiwan departure date is on/before today transformed into used status (Fig. 4 b → Fig. 5 c → Fig. 5 d → Fig. 6 e). Meanwhile, each transaction’s right-hand side [Edit Detail] will turn into yellow (Fig. 6 f). It is to remind GHA to verify ground service rates further and to tick off items rendered fulfilled. The above procedure is the prerequisite to generate DTPR automatically.

(Figure 4)

(Figure 5)

(Figure 6)
Step 2

A. To proceed Edit Detail to tick off fulfilled items (Fig. 7a), and verify the rates (Fig. 7b). If any special case the rates shall be deducted for compensation reason, it is free to input the indemnity into VD column. Then move to the bottom and click Save, the receivable Grand Total will be summed up (Fig. 7c). It is open to revise the detail before DTPR has been produced.

B. When GHA has been informed the guest will give up some specific service before Taiwan’s departure date (e.g. transfer-out), and eVoucher also shown the said item given-up. Then GHA is unable to tick it off due to it’s no cost incurred (Fig. 7d).

C. When GHA is ready to input tax invoice no. in order to prepare DTPR report, [INV No] is free to fill in but limited to max. 54 characters or digits (Fig. 7e). If the whole transactions sharing a mutual invoice no., the best way is to upload the identical no. during reporting procedure as a one-time job.
D. In order to collect any cancellation penalty for ‘Void’ eVoucher (see Fig. 8 a), it is open to tick the charged item off (Fig. 8 b). To click **Save** to calculate the total, or click **Submit** to get China Airlines’ approval on-line directly (Fig. 8 c). The auditing process of each case will be easily identified by different color the background shown (Fig. 4 g). Once the application has been approved or rejected, the system will send an e-mail to notify GHA automatically. The approved will be gathered to DTPR B Report.

E. In order to collect any no show charge or cancellation penalty for ‘Refund’ eVoucher, it is also open to tick the charged item off without China Airlines’ approval. Anyhow, when GHA charges intentionally more than the contract, the system will send an alert e-mail to China Airlines E-Commerce Dept. to find out the discrepancy and take necessary action accordingly. The Refund transaction will be gathered to DTPR B Report as well.
1.4 How to Create No Voucher No. Transaction

※ No Voucher No. ※

In order to charge cancellation penalty for guaranteed booking without voucher issuance, it is easily to make an application on-line. But GHA is restricted to submit the request to China Airlines no longer than three days from the cancellation occurred.

Step 1 Choose ‘No Voucher No.’ (see Fig. 9)
Step 2 Click [ADD NEW] to create a new transaction (Fig. 10 a). When the required information has been done thoroughly, it will show one more new record (Fig. 11 b) and the auditing process can be traced by different color on the background (Fig. 11 c).
Step 3 To fill out the requiredetail information one by one (Fig. 12 a) including guests’ Taiwan departure date, booking cancelled date, tour code, Invoice No. (can skip till proceed to generate DTPR reports), no. of guests, PNR No. (click Add to insert the 2nd, 3rd record locators), remarks (to explain the reason to charge).

Step 4 To click + to spread out blank column (Fig. 12 b). The expense must be broken down into Hotel (Fig. 12 c), Hotel extra service (like Spa for each designated hotel), Service, and any other ground additional surcharge consistent with the booking been confirmed (Fig. 12 d).

Step 5 Move to the bottom and click Save, the total will be summed up. It is free to update the detail before submit to China Airlines (Fig. 12 e). The system will send an e-mail to notify GHA no matter the application has been approved or rejected. The approved one will be gathered to DTPR C Report.

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2. Monthly Dynasty Tour Payment Report (DTPR)

The system will automatically consolidate every transaction which Taiwan departure date was on/before last month with GHA’s verification and China Airlines approval for irregular specific cases. GHA only needs to complete essential invoice number and undergo three steps, then all the transacation will be auto-generated into DTPR (Dynasty Tour Payment Report) A/B/C reports and kept as historical records for on-line search.

2.1 How to Generate Monthly DTPR

※ Reporting ※

**Step 1** Select the supervisory destination one by one to produce reports separately.

**Step 2** To prepare Report A

The system will consolidate transactions which arrival in last month with voucher no., and already ticked off as used. All the qualified records will be displayed on Reporting A. In order to add additional uncharged records, then input voucher no. into ‘Add Other Voucher’ (Fig. 13 d). It is also allowed to exclude specific records this time, then press [ ] (Fig. 13 b). Furthermore, if the invoice no. is not available, the background of this transaction will show yellow (Fig. 13 a). When the invoice no. has been filled out, the background will turn into blue. Each transaction is mapping to different invoice no., then through Edit Detail to complete it one by one(Fig. 13 c). Otherwise, GHA can use insert an identical invoice no. to upload the invoice no.(Fig. 13 e). It all depends on GHA’s practice. Temporary Report A can be previewed any time (Fig. 13 f)
Step 3  To prepare Report B
The system will consolidate transactions which arrival in last month with voucher no. and status shows Refund, Void, and transactions with China Airlines’ on-line adjustment on the rates. All the qualified records will be displayed on Reporting B. When these kinds records exist, then make sure invoice no. have been completed already. Otherwise, GHA can directly press Next Step to Report C. (Fig. 14 b). Temporary Report B can be previewed any time (Fig. 14 a).

(Figure 14)

Step 4  To prepare Report C
The system will consolidate transactions which arrival in last month without voucher no., and with China Airlines’ on-line approval to collect ground cancellation charges. All the qualified records will be displayed on Reporting C. Do make sure invoice no. has been completed already. Temporary Report A/B/C can be previewed (Fig. 15 b) before GHA presses Submit. After GHA submits DTPR on-line (Fig. 15 a), the system will automatically send an e-mail to inform China Airlines Branch Office in local to audit it and proceed payment settlement accordingly.

(Figure 15)
2.2 Introduction of DTPR

To meet local tax regulations, DTPR A/B/C reports shall also be printed out, sealed and delivered to China Airlines Branch Office in local along with tax invoice for filing purpose. The content of DTPR extracted as below:

- Report No. (Fig. 16 a) : DTPR + Station + yyyy + mm + A, B, C Report
- Approve Date (Fig. 16 b) : China Airlines local Branch Office approved date
- FOCUS Report No./FOCUS Voucher No./FOCUS Voucher Date (Fig. 16 c,d) : For China Airlines Finance Division internal use
- INV NO. (Fig. 16 e) : implemented by GHA (Ground Handling Agent)
- MAIN PACK TOUR CODE (Fig. 16 f) : a transaction’s main package tour code
- E/N TOURCODE (Fig. 16 g) : a transaction’s extended to a different city tour code
- HOTEL/HTL ADD. SVC./SERVICE/OTHER (Fig. 16 h) : display the itemized amounts, and double click each amount will pop up the rate breakdown in details (Fig. 16 i).
- VAT/GST · NET (Fig. 16 j) : applicable to stations with VAT or GST, e.g. Japan, Australia, Singapore, and Austria.

(Figure 16)
2.3 How to Query Historical DTPR

※ Report Status and History ※

**Step 1** Select the supervisory destination separately to review the lastest DTPR auditing status, and to search periodical DTPR reports.

![Functions](image)

**Step 2** Before DTPR report submitting to China Airlines, GHA is allowed to skip any time during Reporting process and every amendment has been saved temporarily. GHA may continue to complete DTPR via the entry of ‘Report Status and History’. To find out ‘Temp’ one (Fig. 17 a), and click [Modify] (Fig. 17 b) to go through three steps to generate reports. When DTPR report has been submitted, the status will turn into ‘Approve Queue’ together with Agent Bill Date (Fig. 18 c). The status will turn into ‘Approved’ or ‘Rejected’ eventually. DTPR periodical reports will be listed here one by one.

(Figure 17)

(Figure 18)
3. Account Administration

User accounts will be maintained by GHA with the role of Manager (the system’s definition). In the system, the role of Manager can create user accounts, to adjust user’s role, to reset user’s password, and to terminate user accounts illustrated as below:

3.1 To create user account (Fig. 19 a)
- User ID: max. length 10 bytes (characters or digits allowed)
- User name: max. length 20 bytes (20 in English or 10 in Chinese)
- E-mail Address: for the system notice to/from China Airlines
- Password: defaulted as ‘z9 User ID’ (e.g. z9shirley)
- Role: classified into ‘Manager’ and ‘User’. The difference is ‘Manager’ entitled to manage user accounts in the system.

3.2 To adjust user’s role (Fig. 19 b)
The role of Manager can change everyone from User to Manager or vice versa.

3.3 To reset user’s password
When user forgot log in password, the role of manager can assist to reset it as the system default password ‘z9 User ID’. Then the user log in again to change it immediately.

3.4 To terminate user account
When the specific user is not in charge Dynasty Package business anymore, the role of manager shall suspend it immediately for security reason.
4. Change Password

Every user is free to update his/her own account profile (Fig. 20) including e-mail address (for on-line notification between GHA and China Airlines) and log in password (Length of password is 6~10 bytes which includes both digit and character).

After creating a new user account or resetting user’s password, it will be resumed as the default password, e.g. z9shirley. Then the user can log in the system with default password, and the user will be requested to change password immediately for security reason.

(Figure 20)
Chapter 4  Q & A

1. What certificates should be provided when applying for payment from China Airlines?

A: For any transaction which Taiwan departure date is on/after the 1st of January 2007 is restricted to make billing settlement through the system on-line. Besides, in order to meet local tax regulation, DTPR A/B/C reports shall also be printed out, sealed and delivered to China Airlines Branch Office in local along with tax invoice for filing purpose.

2. How often will DTPR reports be created?

A: Last month travelled records can be consolidated into DTPR report from the beginning of this month. The reporting period is on monthly basis according to the contract, so it is limited to produce reports only once a month. Somehow if any transaction will not be charged this time temporarily, it can be kept to next month’s DTPR report.

3. What is the payment validity of each transaction? Can a transaction be charged separately in different months?

A: Each transaction payment can be charged within 90 days effective from guest’s Taiwan departure date. Otherwise the transaction will be deemed as abandoned by GHA, and will not be handled by China Airlines anymore. A transaction can be charged once only. It is not allowed to charge twice for the residual or the difference.

4. How the chargeable be calculated by ePayment system?

A: Hotel rate is followed by the contract on per-person-per-night basis. Any well-informed additional surcharge upon booking replies, it shall be found on the column of ‘Additional Surcharge’. Rates of Service including transportation, tours, entrance admission etc. are subject to head count of each transaction.

5. If specific inclusive services already been given up by the guest prior to Taiwan’s departure date, can GHA still charge that? When the guest requests GHA to resume original give-up service on site occasionally, is it allowed to charge the said item accordingly?
A: When the guest gives specific service up before departure and already noted by GHA, the said service has neither been ticked off on the eVoucher, then this amount will not be calculated into Grand Total. However, if the guest strongly requests GHA to offer original give-up service upon arrival, please promptly inform the counterpart in China Airlines to adjust the receivable. Through China Airlines’ auditing process, the approved one will be gathered to DTPR B report.

6. Will the system automatically calculate the sum of every transaction once GHA already ticked off voucher used?

A: It is not only to tick off voucher used to confirm ground services fulfilled, but also required to verify and confirm the auto-generated chargeable rate through the function of [Edit Detail]. If GHA overlooked to follow the rear procedure, the grand total of this transaction will show zero in DTPR report.

7. For a transaction with multiple cities and GHA involved, any different procedures GHA should be aware of?

A: A multiple-city trip will be issued into one eVoucher only with an identical voucher number. The concerned GHAs can process their own billing independently without rate exposure worry. Once eVoucher has been ticked off as used by the 1st city GHA, the 2nd city GHA will find the eVoucher already changed into used automatically. It is compulsory for both GHA to verify and confirm the auto-generated chargeable rate through the function of [Edit Detail].