

Dear Our Valued Agency,

Based on the valuable contribution of your agency and your remarkable flown revenue during past time, we are honored to announce that you are one of ANA's selected agencies who can enjoy "VIETNAM JV SERVICE FUND" in period: 01APR20-**31DEC20**

Detail of this Service Fund is as below:

**Article 1** Appointed agency**: WORLDTRANS**

**Article 2** Service Fund amount (1% of TPAC Flown revenue of APR-DEC19): **USD300**

**Article 3** Fund Validity: 01APR20-**31DEC20**

**Article 4** Waiver items (include details of description)

1/ Advance Purchase

2/ Extend ticket validity 30 days

3/ Missed Ticketing Time Limit/Expired Fare

4/ Suspended Tickets/ Ticket Status change

5/ Time/Stay

6/ Reissue Penalty Fee

*Please kindly see more details in ANA Service Fund Program Guidelines attached.*

**Article 5** General Terms

* Allow on 205 tickets only
* JV partner (UA) is allowed on itinerary
* Once fund is redeemed, they are non-refundable
* Unused funds cannot be converted into cash or used for next period
* The balance of service fund will be updated every month via email

**Article 6** Handling Procedure

* Agency fills in REQUEST FORM (see attachment) and send to ANA Sales Office via email [nh.salesupport@transviet.com](mailto:nh.salesupport@transviet.com) to get approval
* Agency performs ticket handling by themselves with waiver tourcode provided by ANA
* Waiver tourcode to be input intourcode box
* The existing tourcode or another new tourcode if any (e.g TOT tourcode) to be input in endorsement box
* Agency describes waiver item in endorsement box (e.g Waiver for reissue penalty USD300)
* Agency informs new ticket number to ANA Sales Office for reference via email [nh.salesupport@transviet.com](mailto:nh.salesupport@transviet.com)

To facilitate the use of this fund, please kindly find attached files of ANA Service Fund Program Guidelines and Request Form for your good reference

We are looking forward to receiving your enthusiastic support in the near future.