

ADM and Booking Policy

Policies

1. Duplicate Bookings

It is prohibited to create

- Multiple segments with the same origin or destination
- Situations where the origin or destination is repeated multiple times in the same itinerary
- Situations where the scheduled departure and arrival times of multiple segments in the itinerary overlap each other
- Situations where the itinerary is determined to be un-flyable

2. Married Segment Logic (MSL)

- It is prohibited to manipulate or circumvent the Married Segment Control (MSC) applied on Origin and Destination (O&D) connections in the itinerary either before or after the End of Transaction
- All O&D bookings must be created using O&D availability

3. Speculative Bookings

It is prohibited to create

- Bookings for training - or testing purposes
 - Best practice: Use the training mode of your GDS
- Numerous and massive non-customer based bookings
- Bookings for fare quote
 - Best practice: Use the GDS non billable status codes or quote fare without ending the transaction
- Bookings for administrative reasons like visa, invoices, etc.
 - Best practice: Use the GDS auxiliary segments or non-billable status codes
- PNR's containing false or fictitious passenger names

4. Name Changes / Corrections

- Ensure that passengers are booked using the names as they appear on passports or other valid travel documents
- In situations when a name change or correction is required, please strictly adhere to each airline's policy for name modification and e-ticket re-issue

5. Inactive Bookings

- All inactive segments must be removed from the GDS PNR **at least 24 hours before departure**
- Inactive segment status codes include: HX, NO, UC, and UN
 - Best Practice: Agents should monitor their queues on a daily basis

6.Churning

It is prohibited to

- Repeatedly book and cancel a segment across one or more PNR's and/or GDS's within the same class or different classes of service, with the goal to circumvent or extend ticketing time limits, hold inventory or to meet GDS productivity targets

7.Day of Departure – Un-ticketed Bookings and Cancellations

Whenever possible, following best practices should be observed:

- Bookings made within 24 hours before departure should be instantly ticketed
- All bookings made prior to 24 hours before departure should be either ticketed or cancelled at least 24 hours before departure
- If for ticketing purpose PNR claim is needed, it should take place prior to 24 hours before departure

8.Ticket Time Limit Circumvention

It is prohibited to use

- False or voided ticket numbers
- A Ticket Time Limit waiver remark to delay the ticketing date for ineligible bookings

9. Waitlist Misuse

It is prohibited to

- Create duplicate waitlist segments for the same flight for the same passenger in the same cabin within the same PNR or with different PNR's
- Waitlist on a lower booking class for a passenger already confirmed on the flight/cabin
 - * Best Practice: Agents should remove confirmed waitlist segments when the passenger no longer intends to travel

10. Group Bookings

It is prohibited to

- Request Group bookings not directly related to a customer request
- Create bookings that circumvent group booking procedures including, without limitation, creating "hidden groups" by making multiple separate individual bookings intended as a group

11. Passive Segments

- Passive segments are only permitted for ticketing when the passive booking is synchronized with the airline's system (same name, itinerary, class of service and number of passengers)
- Passive segments are only permitted for groups or individual reservations which are split from groups
- Passive segments must not be cancelled after the issuance of the ticket to avoid cancellation of space
- Passives are not permitted against active inventory bookings on the same GDS or on a different GDS by the same agent
 - * Best Practice: PNR Claim functionality should be used when possible

* Best practice: Agent should always book and ticket from the same GDS

- It is prohibited for passive bookings to be used for, but not limited to: satisfying GDS productivity targets, circumventing fare rules, administrative functions such as invoice or itinerary printing

12. Secure Flight Information

- The following information must be provided for each PNR as it appears on government issued identification at least 72 hours prior to departure:
 - a. Legal Name
 - b. Date of birth
 - c. Gender
 - d. Redress Number (if applicable)

Booking Policy Violations	Fees
Administrative Fees for Debit Memo Issued	\$50 administrative fee
Inactive Segments	\$3.50 per passenger, per segment
Passives	\$3.50 per passenger, per segment
Duplicate Segments	\$10.00 per segment
Fraudulent, Fictitious or Speculative Bookings	\$15.00 per segment
Invalid Name Changes	\$15.00 per segment
Churning	\$3.50 per segment

Booking Policy Violations	Fees
Missing Secure Flight Passenger Data	\$50.00 per name per PNR
Inventory Circumvention	\$100 per booked segment for unticketed PNRs or \$600 per OD passenger for ticketed PNRs

In addition, on September 1, 2009, Delta implemented the following fee schedule for the following specific categories of rule violations:

Delta Fee Schedule			
Fee Scenario	Description	Fee Amount (USD Equiv)	Fee Level
Duplicate Usage	Agency action resulting in duplicate usage – flown, refund, exchange.	\$ 75.00	Ticket
Insufficient Information	Ticketing requirements not respected. Ticket missing ticket designator, program number, INTL ticket number, etc.	\$ 75.00	Ticket
Late Reported Ticket	Ticket reported outside appropriate time frame.	\$ 75.00	Ticket
Unreported Sale	Agency fails to remit on sales report or incomplete void.	\$100.00	Ticket
Abuse/Fraudulent Ticketing	Ticketing Agency actions facilitate abuse and/or fraud.	\$100.00	Ticket

Delta Fee Schedule

Fee Scenario	Description	Fee Amount (USD Equiv)	Fee Level
No segments DL/KL/AF	Ticketing 006 without any segments on DL, KL, AF.	\$ 75.00	Ticket
ACM Requested after ADM paid	ADM paid and closed prior to request for consideration.	\$ 75.00	Memo/ticket
Reinstate Ticketing Ability	Agency ticketing inhibited; Agency requests release.	\$150.00	Agency
Termination Reinstatement	Agency appointment terminated; Agency requests reappointment.	\$500.00	Agency
Chargeback	Charge rejected as invalid or unbilled due to incomplete information.	\$75.00	Ticket
Manual Document Processing	Agency request for manual handling of documents.	\$100.00	Document
Manual Exchange Processing	Agency request for manual handling of documents.	\$100.00	Ticket
Sales Summary Adjustments	Agency request for ACM for sales reporting omission.	\$ 75.00	Memo/Ticket
Unpaid GTRs	Manual Billing of GTR not processed.	\$100.00	Ticket