



Air SERBIA “GDS/CRS BOOKING POLICY”

Booking procedures and consequent penalties



February 2015

Version 1.0

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1. Introduction

As a part of our continued efforts in reducing the distribution costs, Air SERBIA is herewith implementing the GDS/CRS booking policy.

Air SERBIA is proud to have you as a partner in the distribution of our flights. Please help us to serve your customers better by following simple rules of GDS usage and strictly avoid any misuse described below.

Air SERBIA Booking Policy is in accordance with **IATA** Passenger Agency Conference Resolutions.

The guidelines set down in this policy should encourage our partners – travel agents worldwide - to use GDS/CRS in a proper way, and at the same time discourage any other practice that has or might have negative inventory implications.

The policy applies to all GDS/CRS users including travel agents, travel service providers and all travel professionals accessing Air SERBIA inventory via the Internet or any other electronic means.

The travel agent must ensure that all its employees accessing Air SERBIA inventory on all of its locations are familiar with this policy.

This policy is in line with industry standards and its sole purpose is to reduce distribution costs while offering greater seat availability for Air SERBIA guests.

The purpose of this policy is not to generate additional revenue for Air SERBIA, but instead, to compensate GDS costs by GDS misuse.

Air SERBIA intends to monitor all transactions to identify non-compliant practices and the right to reimburse the GDS cost by sending Agency Debit Memo(ADM) with a Cost Recovery Fee in the amount of **€ 5.-** per passenger per segment plus the administrative fee of **€10.-** for each ADM.

Air SERBIA reserves the right to restrict the access to its inventory, temporary or permanently, to any GDS/CRS user if repeated non-compliance practice is registered.

This policy is valid for bookings and ticketing that include any Air SERBIA flight on/after February 1st, 2015 and replaces any other policy in place before.

When booking an Air SERBIA flight, please create a PNR for your customer by following these simple guidelines

- Request space and create reservation only for the desired flights and only if it is required by the guest or any person requesting it on behalf of the guest,
- Use Reservation Booking Designators only if it is compliant with the fare,
- Read Fare rule carefully, advise guest about restrictions and advantages of the chosen fare type,
- Use available RBD. Refrain from waitlisting and do not waitlist segments on the flight where guest is already confirmed,
- Take special care about Minimum Connecting Time. Do not create PNR and do not end the transaction if the connecting time is below the minimum required,
- Insert guest mobile phone number in the PNR – in case of flight irregularities our call center might call your customer or send notifications,
- Use advantages of auto pricing if it is available for the chosen Fare type. Do not override it manually,
- Use advantages of Automated Ticket Changer if it is available in your GDS or your market and for the selected fare,
- Respect ticketing deadline from the Fare rule, if any,
- Respect ticketing deadline alert sent by our space control specialist,
- Cancel the reservation immediately if you're advised to do so by the guest.

The best way to avoid fees and violations associated with this GDS/CRS policy is to make every effort to comply with this policy.

Please follow these instructions any time and without exceptions:

2. Canceling reservations

Segments must be canceled and inventory released immediately when a ticket has not been purchased in accordance with the fare rule or when notified by a guest that travel is no longer needed, whichever comes first.

Canceled space for one guest shall not be used for another guest even if that guest desires an identical itinerary by adopting any internal substitution. A fresh request is mandatory for the new guest, based on the current availability and fares.

Booking cancelled by the airline system due expiry of time-limit must also be cancelled in the GDS/CRS.

In case of excessive cancellation canceled segments may be subject to Cost Recovery Fee.

The cancellation ratio (number of booked segments vs. number of cancelled segments) differs from agent to agent.

Cancellation ratio (the relation between booked and cancelled segments) above 80% must be avoided.

3. Inactive segments

Inactive segment can be identified with the segment status HX/UC/NO/US/UN. All inactive segments must be cancelled from the GDS/CRS **immediately** when received but no later than 24 hours prior to departure.

Inactive segments that are not cancelled 24 hours prior to departure are subject to the Cost Recovery Fee.

4. Passive segments

Air SERBIA only allows Passive segments that are used for the purpose of ticketing. Passive segment must match an existing booking in Air SERBIA internal reservations system. The use of mismatched segments to issue tickets, or to generate false confirmation is strictly prohibited.

Industry standards require that passive segments be used "for the purpose of ticketing" only after a booking has been made in an airline's inventory system. Air SERBIA does not allow passive segments to be used for other reasons, including but not limited to satisfying GDS productivity requirements, to circumvent fare rules, or to fulfill administrative functions.

If a passive segment is rejected by Air SERBIA, the passive segment should be canceled immediately by the agent following compliant usage in order to avoid unnecessary fees to the airline.

5. Married Segments & Connecting Segments

Agents must never break married segments. Agents that brake married segments to the mere scope of gaining access to otherwise unavailable classes will be charged with ADM.

Agents must never book connecting segments for the purpose of gaining better fare access.

6. Invalid Ticket on bookings

Holding confirm bookings with VOIDED/REFUNDED/FLOWN TICKET in live inventory is not permitted. Invalid ticket numbers include restricted, used, refunded, voided or non-existent ticket numbers associated with confirmed segments in a booking.

Booking needs to be cancelled immediately if ticket is voided/refunded/flown. Once identified, such booking is subject to automatic cancellation and Cost Recovery Fee will be charged.

7. Waitlisted segments

Waitlisted segment can be identified with the segment status HL/HN/UU. All waitlisted segments must be cancelled from the PNR at least 24 hours prior to departure. Travel agents must not repeatedly create waitlisted segments.

Waitlisted segments that are not cancelled on time as well as repeatedly requested waitlists are subject to the Cost Recovery Fee.

8. Churning

Churning is defined as repeated cancelling and rebooking of space with the purpose of circumventing ticketing time limits of the fare rule or the ticketing time limits set down by space control.

Churning is not allowed for any reason and in case of high number of repeatedly booked segments could result with high amount charged for Cost Recovery Fee.

9. Duplicate bookings

Segments booked (confirmed or waitlisted) for one guest in the same or different PNR, in the same or different GDS used by the same agency and for the same flight or for a different flight that logically cannot be flown.

It is not allowed to create duplicate segments at any time. Each duplicate segment will result with the charge sent to the agent for the cost of the GDS on top of which Cost Recovery Fee will be charged.

10. Fictitious or speculative bookings or ticket numbers

Segments booked for speculative reasons like holding the space blocked from the inventory or segments that are not requested by the guest.

It is strongly prohibited and will result in sending of ADM for cost recovery if:

- Intentional fictitious booking which may result in blocking a class from availability;
- False ticket number is entered into the PNR;
- False name is used;
- Voiding of several tickets before issuance of the ticket that the guest will use.

In these cases Agents will be charged the **highest applicable fare** on itinerary as specified in the PNR or ticket. On top of it Cost Recovery Fee shall be applied.

11. Hidden groups

Blocking space by means of many separate individual bookings instead of the established group procedure is prohibited.

Such bookings are subject to immediate cancellation without prior notification.

12. Special Service Requests

Air SERBIA will not take any responsibility if the travel agent does not add the SSR element or does not use the correct entry when creating SSR elements and as a result of that the guest does not receive the desired service.

We request you to wait for airline system response when first creating a PNR, or while closing an existing PNR with an end of transaction, before adding the SSR element. Thereafter you may retrieve the PNR and add your SSR requests and close the PNR by End of Transaction input.

When changing itineraries in a passenger name record (PNR), it is necessary to re-request any special service requests from the original booking. This includes unaccompanied minors and special meal requests.

When an SSR message is needed for only part of the itinerary, the special service request must be flight/segment specific and not requested for all flights in the itinerary.

13. Training/test bookings

The training mode or non-billable status codes provided by the GDS must be used when testing situations or training personnel.

Creating PNRs for training purposes using active sell segment status codes is prohibited.

Test bookings should by no means be used for the purpose of itinerary pricing. Pricing transactions are available for all pricing requirements and it is the responsibility of the agency community to provide the personnel training necessary in order to foster the use of those transactions.

If you have any questions or suggestions, please contact us via e-mail callcenter@AirSERBIA.com

As always, we thank you for your support!

Air SERBIA

www.airserbia.com

GLOSSARY & IATA RESOLUTION LIST:

GLOSARY:

GDS	Global Distribution System
CRS	Computer Reservation System
PNR	Passenger Name Record
RBD	Reservation Booking Designator
ADM	Agency Debit Memo
SSR	Special Service Request

IATA RESOLUTIONS SUPPORTING Air SERBIA BOOKING POLICY :

IATA resolution 824, Passenger Sales Agency Agreement
IATA resolution 830a, Consequences of Violation of Ticketing and Reservation Procedures
IATA resolution 850m, Issue and Processing of Agency Debit Memos (ADMs):
IATA Resolution 852, Designation and Selection of Ticketing Airline

TERMS AND APPLICABILITY

This manual of "CDS/CRS Booking policy" for agencies is a legitimate tool and is written according to the industry and IATA regulations and it serves as a guide to different markets that may make the amendments they find necessary, adapting it to their trade policy.

Air SERBIA reserves the right to modify, add or remove parameters of this document without prior notice and expects travel agencies to refer to it regularly.



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