

In an effort to reduce distribution costs Jet Airways (9W) would like to lay down guidelines and set clear expectations for reserving, booking and ticketing itineraries through the use of a Global Distribution System (GDS) or Central Reservations System (CRS).

This policy is in line with industry partners and is intended to defer increasing distribution costs caused by improper CRS/GDS booking practices.

This will also result in last seat availability on GDS and ultimately allow the GDS subscribers to offer greater numbers of seats for firm passengers.

### **a. Definition**

Booking and ticketing practices that result in unnecessary distribution costs and inventory spoilage are termed as GDS abuse or violations. These processes result in excess GDS fees and account for a significant percentage of an airline's overall distribution costs.

### **b. Purpose**

This policy aims to reduce the costs associated with inactive segments and other booking related practices which cause negative inventory consequences.

It is important that all subscribers using a GDS adhere to these policies to prevent revenue leakages to the airline inventory and avoid violations of reservations, fare and ticketing guidelines. Enforcing these policies would also assure last seat availability on GDS and ultimately allow the GDS subscribers to offer greater numbers of seats for firm passengers.

### **c. Implementation**

Jet Airways implement this policy with immediate effect.

### **d. Application**

This policy applies to all travel service providers including travel agents, online travel agents and any person or entity accessing 9W inventory via internet or any other electronic means.

The travel agent must ensure that all its employees in all of its locations are made aware of this policy and of its future amendments.

The terms and conditions of this policy and its associated practices and procedures are subject to change upon notice by 9W.

### **e. Auditing of Bookings**

Jet Airways reserve the right to audit all booking transactions to identify non-compliant booking practices.

### **f. Policy**

#### **Duplicate Bookings**

- Travel service provider must not create duplicate bookings in the same passenger name record (PNR) or across PNRs for the same passenger.
- Duplicates include booking the same passenger confirmed/re confirmed on same or different flight, class, date or route where it is not possible for the passenger to travel simultaneously.
- Travel service provider must not create impossible traveling itineraries by holding concurrent flights on the same time period where it is not possible for the passenger to travel simultaneously.

## **Fictitious Bookings**

- Travel Service providers must not create any fictitious bookings, testing or training bookings that block the airline's inventory in the live GDS environment.
- Training environment is provided by all GDS and agents must use this mode for testing situations or training personnel. Creating PNRs for training purposes using active environment is prohibited.
- Fictitious names include bookings with spurious or fake names, names of famous personalities with no intent to travel, bookings made for testing purposes, bookings made with intention of blocking inventory.

## **Inactive Segments**

- Travel service provider must take timely follow-up action on reservations that have been cancelled by the airline by releasing inactive segments from the bookings.
- Travels service providers must ensure that all inactive segments such as "HX", "NO", "UC", "UN" etc are removed from the active PNR to its history at least 24 hours prior to departure and within the same calendar month that the segment has been cancelled by 9W.

## **Churning Of Bookings**

- Travel service providers must avoid repeated cancelling and re-booking of the same or different flight, class, date or route (known as churning) to circumvent ticketing time limits or for any other reason whatsoever; as this leads to unreasonably high booking / cancelling volumes resulting in higher GDS fees for the airline.
- Churning also includes repeated re-booking of segments cancelled by 9W, repeated booking and cancelling segments within the same PNR or across PNRs and within the same GDS or across GDS.

## **Waitlist**

- Travel service providers must not repeatedly create waitlisted bookings, since these do not increase chances of confirming and result only in higher booking volumes and increased GDS fees for airline.
- Travels service providers must ensure all Waitlisted bookings are removed from the active PNR at least 24 hours prior to departure.

## **Passives**

- Passive bookings must be created for ticketing purposes only and must match with booking existing on the 9W reservation system.
- Passives are permitted for ticketing against bookings held on the airline system only.
- Passives are not permitted against live booking on the same GDS system.
- Passive are not permitted against live bookings across different GDS by same travel service providers.
- Passive segments must not be used for reasons, such as satisfying GDS productivity requirements or to circumvent fare rules.

## **Invalid Ticketing**

- Travel service providers must not retain bookings with invalid ticket numbers.
- Invalid ticket numbers include restricted, used, refunded voided or non-existent ticket numbers.

- Travel service providers must not issue confirmed tickets against bookings that are on request or non-confirmed status in 9W internal reservation system.
- Travel service provider must ensure that the class code used for issuing ticket is identical to the code that exists on the PNR.
- For interline itineraries, travel service provider must validate 9W bookings with ticket numbers of only those airlines that have a ticketing and baggage agreement with 9W.

#### **g. Best Booking Practices**

- Travel service providers must never create any active or passive booking or transaction for achieving productivity or incentive targets set by GDS.
- Travel service providers must take appropriate and timely follow-up action for any un-ticketed booking to ensure that there is no spoilage of airline inventory.
- Travel service providers that use more than one GDS must book and ticket a specific passenger itinerary within the same GDS.
- Travel service providers must not create PNRs to hold or block reservations due to expected demand, customer indecision, or to circumvent any of 9W fare rules or policies.
- Travel service providers must not change name once PNR is created.
- Travel service providers must not create bookings that violate minimum connecting time requirements of individual airlines
- Travel service provider must provide customer's first and last names which are identical to the customer's passport.
- Travel service provider must comply with applicable government regulations and provide customer security information on PNR as required.
- Travel service provider must provide passenger's mobile contact number on the correct GDS phone field or through OSI element to the airline to facilitate flight disruption handling of customer due to delays, re-schedules etc.
- In case of changes to 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 specific and not requested for all flights.
- Travel service providers must action queues promptly and ensure that the passenger is notified of any changes to his or her booking as soon as possible.

#### **h. Ticketing Policy**

- Travel service provider must always use latest and updated fares rather than pre-stored fares to issue tickets.
- Travel service provider must adhere to ticketing time limit and ensure that booking is either ticketed or cancelled before expiry of ticketing time limit.
- Travel service provider must report genuine ticket numbers that is valid for travel on associated PNRs.
- Travel service provider must collect and report accurately all taxes, fees and surcharges imposed by local and foreign government.

- Travel service provider must ensure collection of penalties for no show, cancellation, re-issue etc as applicable.

#### **i. Policy Violations**

- Jet Airways reserve the right to hold the travel service provider responsible and charge for any loss or damage due to non-adherence to this policy by the relevant travel service provider.
- 9W reserve the right to block any travel service provider's access to view, book or ticket 9W inventory in case of non-compliance to this policy.
- 9W further reserve the right to cancel any un-ticketed PNRs of travel service providers who have been identified as non-compliant to this policy.

#### **j. Process Flow for Debit Memo**

- While the policy and abuse fee structure for 9W is aligned, debit memos will be raised separately by each airline.
- 9W will send the debit memo monthly to the travel service provider.
- Travel Agent can request for details to dispute the debit memo within 10 business days of receiving the memo with the following details :
  - GDS name
  - Agency name
  - IATA number
  - POS City, Country
  - All PCC of the agent
  - Contact name and e-mail address where report is to be sent
- 9W will provide details support within 10 business days of having received the request from the travel agent.
- After receiving and checking the detail support travel agent must submit formal dispute within 30 business days of debit memo date.
- 9W will respond to the dispute within 20 business days of the dispute receipt.
- 9W reserve the right to use BSP link for raising debit memos.

#### **k. Debit Memo Fee Structure**

<b>Policy</b>	<b>CHARGES (in US\$) (per segment or per PNR)</b>
<b>Invalid Class of Service vs. the Fare Rules</b>	<b>As per fare differential</b>
<b>Duplicate Booking, Impossible and/or Illogical Bookings</b>	<b>USD5 PER PAX PER SEGMENT</b>
<b>Training, Fictitious and/or Speculative Bookings</b>	<b>USD5 PER PAX PER SEGMENT</b>
<b>Un-cancelled Inactive Segments</b>	<b>USD5 PER PAX PER SEGMENT</b>
<b>Immediate ticket voiding after issuance; flight segments not cancelled at the time of voiding</b>	<b>USD5 PER PAX PER SEGMENT</b>
<b>Churning with the solely and clear purpose of speculating</b>	<b>USD5 PER PAX PER SEGMENT</b>
<b>Un-ticketed PNR that results in a No Show</b>	<b>USD5 PER PAX PER SEGMENT (in addition to normal no show charges that are applicable)</b>
<b>Invalid Ticket number</b>	<b>USD5 PER PAX PER SEGMENT</b>