

GDS Booking Policy



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1 Introduction

In an effort to curb the distribution cost, to optimize utilization of the inventory and to ensure availability for genuine passengers, Sichuan Airlines would like to lay down guidelines for usage of GDS.

Sichuan Airlines would like to ensure the trade that the policy is in line with Industry standards.

2 Why a GDS Policy?

Travel service providers should take note that Sichuan Airlines pay a fee for each booking created, cancelled or changed. These fees are even charged when the passenger would actually never travel.

As a result:

- a. Sichuan Airlines are paying distribution cost for revenue which does not get realized.
- b. Genuine bookings fail to get realized thus leading to revenue loss& losing a firm passenger to the completion of the aircraft load.

A limited volume of such bookings is acceptable and forms a natural business pattern. However, it is when such bookings become abnormal that a corrective action needs to be taken and fraudulent practices need to be penalized.

By means of this policy Sichuan Airlines wishes to lay guidelines for applying best practices for GDS usage and the action that will be taken by Sichuan Airlines for each abuse.

3 Implementation date

This policy will be effective 1st Sept 2019.

4 Fraudulent booking practices

4.1 Duplicate Bookings

- Travel service providers should not create duplicate bookings for a passenger in different PNRs.
- Travel service provider should not create multiple itineraries thus blocking several flights when such itinerary is impossible to fly.
- Travel Service Provider must not duplicate any reservation booked in another CRS/GDS or Sichuan Airlines's internal reservation system or by another agency.
- Since there is no business requirement in having a Duplicate booking, even a single duplicate booking will warrant a debit memo.

4.2 Churning in excess of 3 per bookings

- Travel service providers should refrain from repeatedly cancelling and re-booking.
- Sichuan Airlines understands that a small amount of these practices are a part of the ticketing process; however, any cancellations & re-bookings done in excess of X for the same booking will be considered as an attempt to circumvent ticketing time limits or meeting GDS productivity and thus an ADM will be issued.

4.3 Fictitious Name and Other Speculative Bookings

- Travel service providers are requested to refrain from making bookings with fictitious names and thus blocking inventory.
- Travel Service Provider staff's trainings should only be conducted on test environment or the training mode of a GDS/CRS provider.
- Creating live PNRs for training or test purposes is strictly not allowed.
- Such bookings include the use of a valid surname followed by initials (e.g., Smith/A/B/C, Lee/A/S/D/F, Johnson/X/Y/Z) and fictitious or celebrity names.
- Examples of fictitious names are follows:
 - Mouse/Mickey
 - Obama/Barack
 - Test/Charlie
 - GTRP/XXXX
- Names of famous personalities could be absolutely genuine and therefore Airline will take a call based on the evaluation & pattern of the booking.
- Since there is no business need for a fictitious booking, an ADM will be issued even if there is one fictitious booking found.

5 Terms of application

- Sichuan Airlines reserves the right to apply this policy at any time after the effective date as stipulated in point 3.
- Sichuan Airlines may add or remove any parameters as per business need with no prior intimation to the travel service provider. As such, the travel service provider is expected to refer to the policy from time to time.
- Sichuan Airlines reserves the right to raise ADMs for fraudulent practices from time to time and not necessarily limited to the above violations.
- Sichuan Airlines also reserves the right to revise the debit memo charges from time to time with no prior intimation to the travel service provider.

6 Debit Memo Policy

- Debit Memo structure

Parameter	Debit memo*
Duplicate Bookings	USD 10 per segment
Churning in excess of 3 per booking	USD 5 per segment
Fictitious Name and Other Speculative Bookings	USD 10 per segment

*Note - The charges applicable are per passenger

- Service fee as applicable will be charged along with ADM
- Sichuan Airlines will raise and submit the ADMs through BSPlink, ARC Memo Manager & ASD.
- Sichuan Airlines will not send any supporting documents along with the debit memo and the travel service provider is expected to approach their GDS' for the complete PNR history
- Any disputes will have to be done through the channel of receipt within the latency period and through email after the ADM has been billed. No disputes will be taken through telephone.