

# Air China GDS Booking Policy

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**AIR CHINA**

中國國際航空公司

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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, Air China would like to lay down guidelines for usage of GDS.

Air China 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 Air China 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. Air China 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 Air China wishes to lay guidelines for applying best practices for GDS usage and the action that will be taken by Air China for each abuse.

### 3 Implementation date

This policy will be effective 1<sup>st</sup> Jan2019.

## 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 Air China'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

- Travel service providers should refrain from repeatedly cancelling and re-booking.
- Air China understands that a small amount of these practices are a part of the ticketing process; however, any cancellations & re-bookings done in excess of 5 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 Inactive Segments

- It is travel service provider's responsibility to monitor the queues and release inactive segments with HN, HX, UN, UC, NO, SC, TK, TL, TN, UU, US, PN, WL, WN, DL, DS, IX, XX, MM, RM, GL or WK status codes from the booking.
- Failure to remove these segments 24 hours before departure would result in an ADM.

### 4.4 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
- Since there is no business need for a fictitious booking, an ADM will be issued even if there is one fictitious booking found.

## 4.5 Invalid Ticket numbers

- Travel service providers should refrain from retaining bookings with invalid ticket numbers.(E.g.: voided, refunded, used, fictitious, etc.).
- Usage of invalid ticket number to create dummy bookings or to circumvent ticketing time limits will result in a debit memo.

## 4.6 Passive Bookings

- Only an Accredited Subscriber can book passive segments in its CRS/GDS system for the purpose of ticketing an already existing reservation in Air China's internal reservation system.
- Invalid passive segments will be rejected. Non-Accredited Subscribers are prohibited from booking any passive segments.
- Air China does not allow passive segments to be used for other reasons including but not limited to satisfying CRS/GDS productivity requirements, to circumvent fare rules.

## 5 Terms of application

- Air China reserves the right to apply this policy at any time after the effective date as stipulated in point 3.
- Air China 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.
- Air China reserves the right to raise ADMs for fraudulent practices from time to time and not necessarily limited to the above violations.
- Air China 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 5 per booking	USD 5 per segment
Inactive Segments	USD 10 per segment
Fictitious Name and Other Speculative Bookings	USD 10 per segment
Invalid ticket numbers	USD 10 per segment
Passive Bookings	USA 10 per segment

\*Note - The charges applicable are per passenger

- Service fee as applicable will be charged along with ADM
- Air China will raise and submit the ADMs through BSPlink, ARC Memo Manager & ASD.
- Air China 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.