Reservation & Ticketing Policy

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Contents

Revision History

Ver.	Date	Author	Updates
Draft	20/05/2012	Mr. Ravi Bhat	First drafted
1	04/06/2012	Mr. Ravi Bhat	Inputs from Revenue Optimization & system provider incorporated.
Final	19/07/2012	Mr. Ravi Bhat	Updated issue date
2	06/09/2015	Mr. Ravi Bhat	Updated logo, issuing department, Do's.

1. Introduction

Airlines use central reservation system (CRS) to maintain the details of flight schedule, inventory, customer booking, special service requests and ticketing info. CRS are connected to travel agency by Global Distribution Systems (GDS) and thus facilitate the marketing, sale and distribution of services. Airlines pay for the service of GDS and travel agencies make the booking, sell airline tickets and earn their revenue.

Bookings created by agency, give an assurance to the customers that their travel is booked with Oman Air, with all the services /special requests. It helps Oman Air and its service providers with the data needed to plan their operation and provide the services as booked. Hence role of reservations is important and critical for both customers and to service providers for matching customer expectations.

Oman Air reservation system is hosted by Sabre Airline Solutions and services are distributed through five major GDS companies namely Sabre Travel Network (1S), Travelport (Galileo 1G, Worldspan 1P and Apollo 1V), Amadeus (1A) and Abacus (1B).

2. Purpose

Oman Air pays millions of dollars to GDS providers for the bookings created by travel agency. Earnings of Oman Air are dependent on customer actually utilizing the booked service. Our past experience and analysis of booking pattern has shown us many areas resulting in wastage of inventory, unproductive bookings, wrong practices etc.. This document is prepared listing out best practices and Oman Air requirements in terms of reservations & ticketing.

3. Implementation

This policy as amended from time to time is implemented with effect from 1st Sept 2012. Please check with Oman Air for the latest version.

4. Application

This policy applies to all travel agencies, travel service providers, online agencies, consolidators, travel management companies and their staff, person or entity accessing Oman Air reservation, inventory, & ticketing system.

The policy, terms & conditions and procedure is subject to change from time to time and amendments if any will be notified. Agencies must ensure that their staffs including their NON –IATA sub agents are fully acquainted with the policy and the amendments if any.

5. Best Practices

We would like you to draw your attention to IATA Reservation Services Manual, Travel Agent's Handbook and relevant Passenger Agency Conference Resolutions and be in compliant.

Do's
- Ensure to provide customer's first and last names exactly identical to the customer's passport for international journey or ID card for domestic journey.
- Record passenger family name along with full complete first name and second name if any.
- Record date of birth of the child & infant passengers in the name field, as well as the requisite SSR.
- Ensure that WY record locator answer back is received on your GDS PNR.
- Ensure that APIS/Secure flight, passport details, passenger contact info including mobile are updated to PNR.
- Correctly update the status codes of all segments and ensure segment sequence control taking care of minimum connection time at each transit point etc.
- Cancel all the In-active segments from the PNR when advised by WY through UN, NO, HX, WK, WN, UC, UL, DL messages. Such cancellations to be done at the earliest opportunity available and invariably at least 24 hours prior to flight departure.

- Ensure messages received from host for duplicate booking, duplicate segment, Ticketing time limit, ticketing rules and other instructions are strictly complied with.

- Agencies must take timely follow up action for issuance to tickets within the time limits notified.

- Agencies with multiple GDS should ensure that booking and ticketing for a specific journey of the customer, occurs in the same GDS.

- When customer advises to cancel the booking, agency should cancel Oman Air booking and release the inventory immediately.

- Ensure that booking matches with ticket coupon sequence.

- Ensure that applicable government regulations are complied with and customer security credentials are provided in the booking for use of government authorities.

- Ensure that PNR is provided with customer contact including correct mobile number in the correct field. This will facilitate Oman Air to reach the customer when required to communicate flight delay, re-schedule, cancellation, disruption etc.

- Ensure for any change in itinerary all special service request (SSRs) are re-processed. Note that SSRs are flight and passenger specific and should not be requested for entire PNR together.

- Agencies should action the Queues promptly and ensure that passengers are notified for any change in his/her bookings.

- Must always use latest and updated fares; Pre-stored and or manual pricing should be avoided.

- Must report genuine ticket numbers that is valid for travel and associated to the itinerary in the PNR.

- Must ensure collection of all taxes, fees and service charges imposed by local and foreign government.

- Must ensure collection of various penalties for re-issue, refund, cancellation, no show etc.

Don'ts

- Avoid creating segments in a cancelled PNR.

- Avoid making changes to host PNR under the control of Oman Air.

- Do not create active/passive booking transactions for achieving GDS productivity / incentive targets.

- Do not make duplicate / multiple bookings for a same customer/journey

- Do not break marriage logic of segments.

- Do not force to create wait list segment on a closed flight.

- Do not create bookings in fictitious names.

- Do not change passenger names once PNR is created.

- Do not create bookings that violate minimum connecting time specified.

- Do not omit to complete the contact details, SSRs, APP/APIS security info, or provide inaccurate info.

IATA Res 830a

In this context we also draw your attention to IATA Res 830a stipulating consequences of violations of ticketing and reservations procedure presented here as an extract for easy reference from Travel Agent's Handbook, Resolution 818g edition effective 1st Jun 2011:

IATA Travel Agent's Handbook

RESOLUTION 830a

CONSEQUENCES OF VIOLATION OF TICKETING AND RESERVATION PROCEDURES

PAC1(45)830a(except USA)   Expiry: Indefinite
PAC2(45)830a   Type: B
PAC3(45)830a

WHEREAS IATA Members are granting IATA Accredited Agents access to Standard Traffic Documents; and

WHEREAS custody, completion, issue, reissue, validation and revalidation of such traffic documents are governed by Members' tariffs and the ticketing procedures furnished to Agents through ticketing systems, and as described in the Travel Agent's Handbook, copies of which are furnished to Agents by the Agency Administrator and compliance with which is mandatory upon each Agent under the terms of the Passenger Sales Agency Agreement; it is

RESOLVED that,

1. all Agents be reminded that practices such as those listed herein, in other applicable Resolutions, or in Carriers' written instructions, but not limited thereto, violate the governing conditions referred to above. They harm Members' legitimate interests and can accordingly result in action being taken under the provisions of the Sales Agency Rules and Passenger Sales Agency Agreement. e.g. charging the Agent with the difference between the fare applied and the fare applicable to the service in accordance with Members' tariffs.

1.1 entering incomplete or incorrect reservation entries, such as reservation booking designators that do not correspond to the fare paid, or reservation requests on a ticket/miscellaneous charges order (MCO), thereby allowing travel at less than the applicable fare,

1.2 inaccurately completing or omitting to complete the 'not valid before' and/or 'not valid after' boxes on a ticket contrary to the conditions governing the fare applied, thereby allowing travel at less than the applicable fare,

1.3 issuing a ticket or MCO for more than one passenger, except as authorised for certain MCOs,

1.4 changing or omitting the name of the passenger,

1.5 changing the "Form of Payment" or failing to carry this forward to the new ticket or MCO,

1.6 changing the currency of payment or failing to carry this forward to the new ticket or MCO,

1.7 failing to carry forward all restrictions to the new ticket or MCO,

1.8 failing to obtain endorsement(s) from carriers when required,

1.9 failing to complete correctly the "Issued in Exchange For" entries and/or the "Original Issue" entries, and/or failing to carry these forward to the new ticket or MCO,

1.10 failing to ensure that when conjunction tickets or MCOs are issued, the conjunction ticket or MCO numbers are shown on all conjunction tickets or MCOs,

1.11 changing the point of origin,

1.12 issuing/selling a ticket with a fictitious point of origin or destination in order to undercut the applicable fare (cross border selling),

1.13 failing to observe the applicable rules for Designation and Selection of Ticketing Airline (Resolution 852) and/or designating transportation on such parties' services where a valid interline agreement between the ticketing airline and the transporting party does not exist,

1.14 cancelling or amending a customer booking and/or Electronic Ticket without the express permission of that customer,

1.15 deliberately making duplicate reservations for the same customer,

1.16 when reservations for a group are not confirmed, attempting to secure the required service by requesting this in smaller numbers in individual transactions,

1.17 making reservation transactions without the specific request of a customer and/or,

1.18 making an amendment to a booking that has previously been issued as an eticket without either revalidating or reissuing, as applicable, the original ticket to reflect the new itinerary and/or,

1.19 voiding tickets without cancelling corresponding reservations and/or,

1.20 failing to split PNRs in cases where not all passengers included in the PNR are ticketed and/or,

1.21 failing to observe the prescribed minimum connecting times.

2. In this Resolution the use of the singular may also be taken to include the use of the plural, where the text so permits and vice versa.

Editorial Note: Any references to MCO in the provisions contained in this Resolution mean the Neutral Multiple Purpose Document (MPD) or a similar document available to Agents in a BSP.

6. Oman Air Reservation Systems & process

Oman Air reservation system is hosted by Sabre Airline Solutions and services are distributed through five major GDS companies namely Sabre Travel Network (1S), Travelport (Galileo 1G, Worldspan 1P and Apollo 1V), Amadeus (1A) and Abacus (1B).

As a travel agent / travel service provider you can connect to Oman Air systems via our preferred GDS Sabre Travel Network or your choice of GDS service providers mentioned above.

Bookings received through GDS as well as own offices are monitored by Revenue Integrity system (RI) and following process are automated.

1. Ticketing Time Limit enforcement

2. Duplicate Segment cancellation

3. Duplicate PNR cancellation

4. Passive Segment cancellation

5. Fictitious Passenger detection

6. Special Passenger detection

7. TTY Reject Processing

Whenever system identifies above situation and requires reservation offices/booking source to take further action, passenger record will be updated with the appropriate remark. Reservation offices are required to comply with the instructions.

7. GDS Booking Audit

Oman Air reserves the right to audit all booking & ticketing transactions coming from each individual agency/source.

IATA agents having sub agents/(Non-IATA)/GDS subscribers without ticketing facility will be mapped to an IATA agent. IATA agent will be responsible for all the bookings generated by sub agents.

Agency booking practices will be identified and analyzed under following broad areas:

7.1 Duplicate Bookings

- It is agency responsibility to check with the customer whether he/she already holds booking with Oman Air directly or through another agency / GDS before making a booking.
- All duplicate or multiple bookings that remain active without cancellation in the same month are considered as duplicate and ADM will be raised

7.2 Churn

- Churn refers to repeated booking and cancellation of same itinerary for same passenger regardless of class of service. This practice leads to additional cost to Oman Air.
- This process is usually followed in travel fraternity to circumvent the ticketing time limit, hold inventory for future sale, secure confirmation for lower RBD etc.
- Churn for a passenger booking done more than three times in Economy Cabin bookings and more than eight times in Business, First class Cabin booking will be liable for appropriate cost recovery and penal action.
- "Churning" is not permitted for any reason and if identified will be invoiced on per segment per passenger basis, which could potentially incur very high ADM amount.

7.3 Fictitious/Speculative booking

- Booking in fictitious names such as Smith/A/B/C/D/E, Mouse/Mickey, Bond/James, Tango/AAA, Test/Oman etc are considered as fictitious bookings. Note that these are only indicative and not exhaustive list of such names. The list

gets updated constantly as and when new names are identified in the process of audit.

- Speculative booking for achieving productivity target set by GDS providers.

- Bookings for the purpose of training and testing blocks Oman Air inventory in production and opportunity to sell. Training/testing should be restricted to training area of the GDS/CRS exclusively provided.

- Even if these bookings are cancelled in the same month, the ADMs will be proposed; as such bookings should not be created at the first instance.

7.4 Passives (Not ticketed/Not cancelled)

- Passive booking occurs when an air segment has been manually created in a GDS, and hence the corresponding airline's inventory system is not updated.

- Industry standard practice requires that passive booking may be used for ticketing purpose in certain conditions and not in any other scenarios. However, agency can create passives only after ensuring that there exists a booking in Oman Air inventory and concurrence from Oman Air is obtained. Ticket issued should match exactly with Oman Air system records.

- Oman Air discourages passive ticketing practice to circumvent fare rules, RBD/inventory requirements or to meet the productivity requirements of GDS.

- Passive bookings are not permitted against live booking on the same GDS or across different GDS.

- All passive segments pertaining to the month which are not cancelled /ticketed in the same month are considered as violation.

7.5 Waitlist bookings

- Holding /creating waitlist particularly in lower RBDs should be totally avoided. Such bookings only create additional GDS cost to Oman Air and will never be confirmed when demand for the flight is heavy and tickets are being sold in higher RBD.

- All un-confirmed waitlist bookings should be removed from the GDS 24 hours before the scheduled departure of the flight.
- All the waitlists bookings pertaining to the month which are active till the end of transaction month and are neither cancelled nor ticketed in the same month are considered as violation.

7.6 Invalid booking class

- Below is the RBD class mapping of Oman Air flights. Travel agents are allowed to book on these classes only.

Cabin	RBD Class
First Class	P, F
Business Class	J, C, D, R
Economy Class	Y, H, M, B, K, I, Q, T, N, L, U, O, E

- Bookings on any RBD other than the above are considered as violation.
- Oman Air will inform the trade with prior notice if any additional RBD s are implemented in future.

7.7 Desires (DS) segments

- DS segments are created for booking an open segment is an unspecified flight on a specified carrier and normally done with intent to price a ticket.
- DS segments bookings should only be created for ticketing purpose. All DS segments bookings which are not cancelled /ticketed are considered as violation.

7.8 Bookings without ticket

- All bookings to be ticketed within the time limit set by the system on/or before the flight departure.
- Holding booking with invalid, false, restricted, used, refunded, voided, non-existing or ticket number cannot be used, is considered as abusive behaviour to retain booking.
- E-ticket numbers in the PNR should be fully associated and matched with the booking.

- Active (not cancelled) bookings which are not ticketed before departure is considered as violation.

- Holding of Inventory: Agents are not allowed to hold inventory more than 30 minutes as per the current configuration of the system. More than 30 minutes holding can be detected automatically and will be considered as a policy violation.

- Creating C blocks below the standard group passenger number will block the inventory and considered as policy violation.

7.9 Inactive segments

- Changes to a flight segment status by airline/agency resulting in requirement to cancel the segment should be removed from GDS record locator at the earliest and in any case at least 24 hours before the scheduled flight departure time.

- This includes ticketed or un-ticketed bookings with status codes such as UN, NO, HX, TL, WK, WL, WN, UC, UL, DL, DS as well as segments with invalid flight numbers, city pair, group bookings and C blocks if any.

- Agent is responsible to work out booking queues promptly and ensure that appropriate timely action is taken as per Oman Air instructions communicated either directly or through revenue integrity system. Non compliance will be considered as violation.

8. Oman Air policy violation

Oman Air reserves the right to hold the agency/booking source responsible for violation of this policy and to

- Cancel any agency bookings that are against this policy.
- Make good of loss/damage incurred to Oman Air.
- Apply administrative charges in addition to cost directly incurred.
- Block any agency/GDS subscriber from accessing Oman Air systems/inventory.

9. GDS Agency Debit Memo (ADM)

Agency practices non-complaint of this policy, resulting in cost to Oman Air will be identified by the audit tool and monthly ADM will be raised in BSP to the agency under following broad headings.

Violation	Transaction Unit	ADM Rate
Duplicate	Active booking/segment transaction X number of passengers	USD 20
Churn – Economy (Above 3)	Number of passengers	USD 20
Churn – Business & First Class (Above 8)	Number of passengers	USD 20
Fictitious/Speculative booking	Booking/segment transaction X number of passengers	USD 20
Passives (Not ticketed/Not cancelled)	Booking/segment transaction X number of passengers	USD 20
Waitlist bookings	Waitlist booking/segment transaction X number of passengers	USD 20
Invalid booking class	Booking/segment transaction X number of passengers	USD 20
Desires (DS) segments	Booking/segment transaction X number of passengers	USD 20
Bookings without ticket	Booking/segment transaction X number of passengers	USD 20
Inactive segments	Booking/segment transaction X number of passengers	USD 20

In case a single booking falls under more than one violation, ADM will be raised for each violation separately.