

Guidelines to avoid ADMs

We wish to share useful guidelines to avoid ADMs that may be received from Airlines due to certain transactions related to Reservation/Ticketing/Fares/Refund on Amadeus.

Airline's local policy supersedes standard policies; hence please adhere the same to avoid ADMs.

Churning

- ✓ Churning refers to repeated canceling and rebooking of same itinerary in the same or different classes of service across one or more PNRs or GDS/CRSs.
- ✓ Please follow below stated guidelines to avoid ADMs due to "Churning":
- ✓ Please do not cancel and rebook the itinerary within same or next minute in New PNR, as it may lead to NOREC in new PNR.
- ✓ Incase required, please ensure that old PNR is cancelled successfully at Airline's end and then only proceed with New PNR creation on Amadeus.
- ✓ Please note, multiple cancellations and creations of different PNRs for same passenger may be considered as CHURNING and so airline may raise ADM for such transactions.
- ✓ Please do not cancel and rebook segments for the purpose of extending the airline's Ticket Time Limit (TTL) as it is considered system abuse by carriers.
- ✓ This may result in PNR cancellation by the carrier.

Dupe PNRs / PNR modification

- ✓ Please do not create multiple trips in the same Amadeus PNR, as it may be considered a **duplicate booking** in the airline's system.
- ✓ Some airlines consider multiple un-ticketed bookings also as DUPE SPACE HOLDING and hence are likely to raise ADMs for the same.

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- ✓ In case of a multiple-carrier itinerary, please do not Modify/Split/Cancel an Amadeus PNR unless the record locators for ALL Airlines are received on the 1A PNR.
- ✓ Please delete segments having inactive status - HX, UN, NO or UC.
- ✓ To remove all inactive segments having status codes HX/NO/UC in a PNR, please perform RFX; ERK (XX is your name).

Name Change

- ✓ Name Change is generally not allowed by the Airlines. In case still required, contact the respective airline for necessary approval.
- ✓ Please do not use fictitious passenger names to block space to facilitate future booking requests.

Airline Time Limit/Ticket Conditions

- ✓ Tickets must be issued as per the Fare Rules.
- ✓ For example, for Instant Purchase Fares, tickets must be issued immediately after the Airline Record Locator Return through RL or SSR message.
- ✓ Some airlines send new Time Limit on PNRs after original ticket is voided or refunded. Hence, please ensure to verify the same before attempting fresh issuance.

Fare Pricing

- ✓ Multiple fare loads are received in a day from airlines that may cause change in the fare/rules of the stored fare. Hence, Pricing and Ticketing must be performed at the same time.
- ✓ Apart from LD Indicators/Advance Purchase conditions, please refer to the complete Fare Notes, especially Sales Restriction, as well as the Carrier rules filed as free text / notes in any Rule's category.
- ✓ Corporate/Negotiated Fares filed by an airline are as per the direct agreement between Airline, Corporate and Travel Agent, respectively. Hence, for any concerns/queries related to Corporate/Negotiate Fares' rules, please contact

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the respective airline.

- ✓ Tickets must be issued post necessary approvals from the concerned airline for pricing discounts, such as, Seamen/Agent Discount/Student, etc.

Ticketing Formats

- ✓ Please insert the Tour Code provided by Airline as it is.
- ✓ Please do not modify the tour code which is priced at the time of pricing.
- ✓ Please do not add space in the Tour Code given by Airlines, as it may be rejected while processing the special incentive.
- ✓ For Net Remit tickets, format for Tour Code and Form of Payment to be followed: **FTNRTOURCODE and FPNR+CASH/TOTAL TST VALUE**, respectively.
- ✓ Please do not add Zero (0) or Base Fare, instead of Total TST Value, as this may cause error while processing refunds.
- ✓ In case of special fare/net fare tickets, ensure all required Tour/Deal Codes are entered into the PNR as per airline’s intent prior to TTP.
- ✓ When FOP is Credit Card, FP Element should be added before pricing.
- ✓ System picks the Credit Card or Airline Ticket Fees automatically, where-ever applicable.
- ✓ After making modification to the flight segment, please ensure to Revalidate or Reissue the Ticket, as per the airline’s requirement/policies.
- ✓ Please refer, **HEETTx** to see whether an airline supports Revalidation.

Refund Guidelines

- ✓ In India, refund is allowed for the tickets issued within 364 days in past. For a ticket issued more than 364 in past is processed manually, refund may not be received.

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- ✓ Always ensure to check relevant fare rules for correct refund penalty or contact the Validating Carrier. Please do check complete fare rules with ticket issuance date before processing the refund.
- ✓ Please update penalty amount using "TRFU/CP<Amount>A" command along with the applicable GST on penalty.
- ✓ In case penalty amount is higher than base fare, please contact Airline to verify if the balance needs to be deducted from taxes.
- ✓ In case of processing the refund for reissued ticket with different Forms of Payments taken for original and reissued tickets, please verify with Airlines to know the process for refund.
- ✓ Please check, REFUND TOTAL should be equal to FPCASH amount in refund panel.
- ✓ For Partial refund, please take the necessary approval from Airlines as some airlines do not allow partial refund on Amadeus.
- ✓ In case there are any tax(es) that are either used or not refundable, MUST be deleted from the Refundable Tax Panel completely instead of changing the value INR 0.
- ✓ Please do not change commission manually in the refund panel. Changing commission manually may attract ADM from airline.
- ✓ While refunding Reissued Ticket, please remove the date change penalty taken at the time of reissuance to avoid any ADM or billing discrepancy in BSP Reports.
- ✓ Please enter wavier code with **TRFU/WA<WAIVERCODE>** for special cases.

For more information, please contact your Amadeus Helpdesk

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