

NEWS LETTER

Malaysia Airlines GDS Booking Policy V1.0

17 Oct 2019

Dear Travel Partners,

We would like to inform you of our revised GDS Booking Policy. You should have already received the same through the GDS you subscribed. This Policy and its associated practices and procedures are subject to change from time to time by Malaysia Airlines and will be notified to Travel Trade.

It is the airlines prerogative to audit and raise ADM for abusive or unwanted transactions. These ADM will be handled as per **IATA Resolution 850m**.

Furthermore, the reason of ADM issuance is related to MH best practices in accordance with **IATA Resolution 830a** under the heading 'Consequences of Violation of Ticketing and Reservation Procedures' are addressed in this document.

This policy applies to all GDS subscribers with immediate effect and kindly make every effort to comply with these stated below Policy guidelines strictly. Any subscribers failed to follow GDS Booking Policy may be subjected to Agent Debit Memo (ADM) with immediate effect.

No	Subject	Action	ADM charges
1	Cancel unwanted segments, Waitlist and No-Show bookings	24 hours prior to flight departure	USD 15 per segment*
2	Cancel Inactive Segments	24 hours prior to flight departure	USD 15 per segment*
3	Fictitious / Duplicate Bookings	Not allowed	USD 15 per segment*
4	Churning per booking	Max 5 times only	USD 15 per segment*
5	Passive Segments	Not allowed	USD 15 per segment*
6	Forced Bookings	Not allowed	USD 15 per segment*
7	Breaking of Married Segments	Not allowed	USD 500 per ticket *
			* equivalent to local BSP currency

Note: Please refer to the definition of subjects in the Appendix.

Appendix

1. Cancel unwanted segments, Waitlist and No-Show bookings

a. Unwanted segment

The agent shall not create impossible traveling itineraries in a single booking. It is not allowed to hold concurrent flights for the same travel period where it is not possible for passenger to travel simultaneously. The agent shall ensure all unwanted segments are removed from the active PNR at least 24 hours prior to flight departure.

b. Waitlist segment

The agent shall not repeatedly create waitlist segment which incurred in higher booking volume and increased GDS cost for Malaysia Airlines. The agent shall ensure all waitlisted bookings are removed from the active PNR at least 24 hours prior to flight departure.

c. No-Show booking

Malaysia Airlines defines “No-Show” as a ticketed booking segment kept in the system until after 24 hours to flight departure and for which a passenger has failed to show up at the time of flight departure. Travel agencies are responsible to clean their booked PNRs and cancel all segments if the passenger is not going to travel.

Note: In the event, Passenger want to continue their journey on subsequent active segments, Travel Agent should create a new PNR and reissue the ticket accordingly.
(MH will apply no-show and admin fee during new ticket issuance)

2. Cancel Inactive Segments

Agents shall ensure that all inactive segments such as **HX, UC, UN, NO (*)** are removed from the active PNR to its history at least 24 hours prior to the flight departure.

(*) Inactive segments are notified to the agents in their GDS queues with a status:

HX = holding cancelled

UC = unable/flight closed

UN = unable/flight cancelled

NO = no action taken

3. Fictitious / Duplicate Bookings / Test Bookings

Fictitious bookings are those with name field items that for example read as:

test/traveller/tourist/NTBA/passenger

or a surname with fictitious initials, i.e. **a/b/c/d/e** since eliminating fictitious booking will free up seats while reducing unnecessary GDS cost for Malaysia Airlines.

Inserting fictitious ticket numbers to hold a booking leads to a reduction of availability of the Malaysia Airlines flight. Booking which contains fictitious names or ticket numbers will be screened by Malaysia Airlines. The Travel Agent are refrained from making test booking, reservations with fictitious names, or entering false ticket numbers on MH flights.

4. Churning for more than 5 times per booking

Malaysia Airlines defines “Churning” as any cancel/rebook activity intended to circumvent ticketing time limits or reserve inventory. Agents shall avoid repeated cancelling and re-booking of the same or different flight, class, date or route (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 cost for Malaysia Airlines.

Excessive and repeated booking and cancelling and rebooking the same segment in excess of **5 times in the same PNR** will be subject to ADM.

5. Passive Segments

Malaysia Airlines defines passive segments as a segment entered in a GDS that does not result in a ticket being issued that is typically used by agents to generate itineraries or make notes. Industry standards require that passive segments be used "for the purpose of ticketing" only after a booking has been made in an airline’s inventory system and shall match with booking existing on the airlines reservation system. If a passive segment is rejected by Malaysia Airlines then the passive segment should be cancelled immediately by the agent following complaint usage in order to avoid unnecessary fees to Malaysia Airlines.

6. Forced Reservations

Travel Agent use various malpractices to manipulate the system with the intention to circumvent MH inventory rules to obtain seats in lower RBDs.

Agent should not make forced bookings with action code such as IN, IS.

7. Breaking of Married Segments

Agents shall never break married segments in booking. Agents that break married segments to the mere scope of gaining access to otherwise unavailable classes will be charged with ADM. In case of married segment violation to gain access, MH will issue ADM and such agent will be charged a penalty as set forth in the consequences for policy violation. The booking of an O&D in separate availability requested per leg shall also be considered as a married segment abuse.

The agent that issues the ticket will be held liable in case of any MH booking policy violations. This can occur even in scenarios where an IATA agent issues a ticket for a booking that has been created by a Non-IATA agent. An ADM will be raised for the fare difference between actual Origin/Destination (O&D) pair used for booking and the O&D pair ticketed plus an ADM fee.