

Definitions and Information on Booking and Ticketing Violations

Speculative bookings and blocking of inventory

Speculative bookings are those bookings that are made when no definite passenger exists, either in anticipation of possible sale or for training purposes. Some examples of speculative bookings include, but are not limited to:

- Bookings made with fake names in order to block Qatar Airways inventory with no intention to purchase a ticket
- Selling seats but not creating any PNRs (uncommitted bookings) and thus blocking the inventory
- Bookings which are created for testing or training purposes. Agents must use training mode for testing and training purposes
- Inputting fictitious ticket numbers into PNRs with the intention to bypass ticketing time limits and retain seats

All bookings are automatically reviewed as part of Qatar Airways integrity checks and such bookings will be subject to cancellation within the scope of ADM policy.

Churning

Churning refers to the repeated cancellation and rebooking of the same itinerary in the same or different class of service across one or more PNRs or GDS to:

- Retain seats for extended periods of time by circumventing time limits
- To meet GDS targets to secure incentives

Such churning activities can be identified from BIDT (booking information data tapes) provided by the GDS and is within the scope of the ADM policy.

Inactive segments

When a GDS reservation is cancelled by Qatar Airways due to ticketing time limit expiry, flight cancellation or other review processes, the passenger segments in the itinerary are turned into inactive status. Such changes in status appear as queue notifications and the agent is expected to acknowledge the change by notifying the passenger and removing the inactive segments.

All inactive segments must be removed from the GDS PNR at least 24 hours before departure. Inactive segments include, but are not limited to, those with the status codes of HX, NO, UN, UC, SC, US or WK. Inactive segments that are not cancelled 24 hours prior to departure are subject to cost recovery fee from Qatar Airways.

Duplicate segments

Duplicate segments refer to two or more identical or similar flight segments created for the same passenger on the same or adjacent travel dates where it is logically impossible for the passenger to utilize both flight segments simultaneously.

Some examples of duplicate bookings include, but are not limited to:

- Segments with same flight number on the same day or adjacent days (two-day period). This includes active and inactive segments that have not been removed or passive segments
- Segments with different flight numbers for the same city pair on the same day or adjacent days (two-day period). This includes active and inactive segments that have not been removed or passive segments

Qatar Airways will incur an additional cost due to such duplicate segments. The duplicate segments can be identified from BIDT provided by the GDS and is within the scope of the ADM policy.

Passive segments

Passive segments are segments that are created in a GDS to represent active segments, which are originally created in third party systems, most often airline systems. Passive segments should only be created by GDS subscribers purely as a way of issuing a ticket for a booking that has already been made in Qatar Airways reservations system. Accordingly, agents without ticketing rights on Qatar Airways should not create passive segments. Passive segments should also not be used for any other purposes, including, but not limited to:

- Meeting GDS productivity targets
- For ticketing active bookings held in the same GDS or other GDS
- For invoicing and administrative functions
- Booking passive segments in a PNR already containing active Qatar Airways segments to abuse inventory

Invalid segments or other GDS abusive practices

Open-dated segments are an example of invalid segments and it has been noticed that open dated segments are used in certain GDSs to keep PNRs active indefinitely. There are alternate non-air entries that can be used in consultation with your GDS to keep a PNR active for which Qatar Airways will not be charged by the GDS. Open-dated segments are not accepted by Qatar Airways and if billed to Qatar Airways by the GDS will be subject to cost recovery

Using 'IN' entry to gain access to group PNRs instead of using passive segments or group claim is not permitted and if identified, can also be charged back to the agent.

O&D violations

Bookings that are not created using the actual O&D availability which the passenger intends to travel. The entire connection must be sold together as an O&D from the passenger's actual origin to the actual destination.

If the agent does not follow the recommended booking methods, any un-ticketed PNR found will be cancelled and ticketed will be subject to an ADM.

POC violation

Creation of segment(s) not in the right booking sequence as per the travel date of the journey that a passenger intends to travel, with the intention to circumvent Qatar Airways inventory to obtain seats in RBD(s) which may have not been available when the same was requested.

If the agent does not follow the recommended booking methods, any un-ticketed PNR found will be cancelled and ticketed will be subject to an ADM.

Married segment violations

Segments that are booked separately and not as an O&D. Rebooking or cancellation of any married or partial cancellation of segments must, at the same time, be applied to the connecting flight segment.

If the agent does not follow the recommended booking methods, any un-ticketed PNR found will be cancelled and ticketed will be subject to an ADM.

Other type of O&D violations

Use of robotic macros/scripts to perform availability or sell functions that result in manipulating or bypassing the system controls is not allowed.

Any other means of transactions to manipulate the O&D system, including but not limited to, inventory abuse, availability computation, segment sell, system security, creation of non-homogeneous party bookings as well as any other illegitimate transactions, are strictly not permitted.

If the agent does not follow the recommended booking methods, any un-ticketed PNR found will be cancelled and ticketed will be subject to an ADM.

Abuse of CIP selection rules

157 documents issued on other airline filed fare, which does not permit ticketing on 157. Incorrect Airline CIP chosen for issuing tickets.

OAL fare used on Qatar Airways document with no Qatar Airways sectors involved will be raised to the next applicable Qatar Airways fare.

OAL fare which does not permit ticket issued on Qatar Airways document (also termed as sales restriction) will be raised to the next applicable higher Qatar Airways fare.

Minimum/Maximum stay abuse

Ensuring Minimum and Maximum stay rules are adhered to during issuance of ticket.

Any fare that has a restriction on Minimum/Maximum stay and the same has not been adhered to will be raised to the next applicable higher fare.

RBD abuse (Higher Inventory class used other than the one allocated to a particular filed fare)

Checking to ensure correct ticketing class is being booked and entered on the ticket.

Any ticket that has been issued on an RBD, which is higher than the permitted class as per the fare basis, will be raised to the next applicable higher fare.

Advance purchase requirements (The minimum number of days required to issue ticket prior to the departure day)

Checking to ensure that the documents have been issued in accordance to the advance purchase requirements of the fare rule.

Any fare that has a requirement of advance purchase and the same has not been adhered to will be raised to the next applicable higher fare.

Weekend surcharges (Additional cost to be charged for travelling on weekend/weekday as per the filed fare rule)

Ensuring correct weekend surcharges have been collected when flights are booked on applicable days.

For any fare which has a requirement of weekend surcharge and the same has not been collected, an ADM will be raised for collection of the weekend surcharge.

Correct fare paid

Ensuring the correct fare includes flight supplements, add-ons and other charges, if any have been collected on the ticket.

For all the above under collections, an ADM will be raised for collection of difference.

Routing and flight requirements (During booking and ticketing the permitted routing and flights are used)

Ensuring that the contract permits the routing and flights used on the ticket.

Any ticket that has not adhered to the specified routing or flight requirements as per the fare used will be raised to the next applicable higher fare.

Child/Infant fares (The correct fare to be paid after applying the child/infant discount)

Checking that children and infant fares are collected after the correct discount has been applied and fares are used only when the discounted fares are available.

Stopover checks and transfers (Usage of permitted stopovers and transfer in the itinerary as per the ticketed fare)

Checking for abuse of rules where stopovers / transfers are not permitted or limited. Ensuring permitted stopover / transfer fees are paid at a surcharge.

Any fare that has a restriction on stopover / transfer and the same has not been adhered to will be raised to the next applicable higher fare.

For any fare that has a surcharge on stopover / transfer and the same has not been collected, an ADM will be raised for collection of such surcharges.

Season checks (Ticket is issued with the correct dates permitted as per the season level filed for the fare)

When seasons are applied to fares, checking to ensure the correct seasonal level is used.

Any fare that has a seasonality restriction and the same has not been adhered to ADM will be raised to the next applicable higher fare.

Travel restrictions and blackout periods (Ticket is issued with the correct dates permitted as per the season level filed for the fare)

When applied fares restrict travel on certain dates, checking to ensure the same has been adhered to.

Any fare that has restriction on travel dates and the same has not been adhered to will be raised to the next applicable higher fare.

Combination check (when the ticket issued using 2 or more fares, the combinable fare needs to be used while ticketing)

Where a fare restricts the use of certain carriers for certain destinations, checks are made to ensure the correct carriers and RBDs are used. This check also ensures combination of permitted fare basis.

Any fare that has restriction on combinations with carriers / fare types / class and the same has not been adhered to will be raised to the next applicable higher fare.

Commission check (the correct applicable commission is claimed when the ticket is reported)

Ensuring correct commission levels are applied to documents. Particularly useful where a carrier has a different applicable commission level.

Any ticket on which the agent has over-claimed the commission, ADM will be raised to recall this amount.

Under collection of tax (When the ticket is issued, the correct applicable government and airport taxes including YQ, YR and OB, is reported)

Ensuring correct taxes have been paid for the ticketed journey.

ADM will be raised for all under-collected and non-collection of applicable taxes including YQ and YR.

Agent check (Check if the ticketing agent is entitled to use the special fare)

Check if the agent IATA is entitled to issue tickets for a specific contract. If IATA is not entitled, ADM will be raised to next applicable higher published fare or discount/supplementary commission will be recalled.

Non-refundable fares (While refunding a fare whose penalty rule states non-refundable should not be refunded)

Ensuring that no fare is refunded which does not permit a refund.

For any fare that does not permit a refund and has been erroneously claimed by an agent, ADM will be raised to recall this amount.

Unpaid cancellation fee (The applicable cancellation penalty at the time of refund should be paid)

Ensuring that any applicable cancellation fees have been applied.

For any fare that can be refunded with a cancellation penalty and has not been included in refund calculation, ADM will be raised to collect this amount.

Correct cancellation fee not paid (The applicable cancellation penalty at the time of refund should be paid)

Ensuring that the correct cancellation fee or percentage has been charged.

For any fare that can be refunded with a cancellation penalty and has not been correctly included in refund calculation, ADM will be raised to collect this amount.

Full refund on partly used ticket (While refunding, a full refund should not be claimed for partially utilized ticket)

Ensuring the correct amount of refund is calculated on partly used ticket.

For a full refund that has been claimed on partly utilised ticket, ADM will be raised to recall the additional refund claimed over the partly utilised ticket.

Conjunction tickets refunded separately (When processing a refund all the documents should be processed together, any conjunction ticket issued should be included)

Ensuring that conjunction tickets are not refunded separately, thereby avoiding duplicate refunds.

For any duplicate refund, which has been claimed against a conjunction ticket, ADM will be raised to recall the entire refunded amount.

Commission refunded (When processing a refund, the commission received on the utilized sector should be recalled)

Ensuring commission at the correct rate is repaid on any refund, or refundable portion, of a fare or on a cancellation charge.

For any refunded ticket where commission has not been calculated as per the originally issued ticket, ADM will be raised to recall the additional commission claimed.

Agency checks (When document is refunded, ensure the agent who issued the document refunds it)

Ensuring refund requests are made from the original ticketing agent.

For any refund that has been claimed by an agency and originally not ticketed by them, ADM will be raised to recall the entire refund claimed.

Tax refunds (When a ticket refund is being processed, the taxes paid for utilized sectors should not be refunded)

Ensuring that taxes are correctly refunded and any tax applicable to a utilised journey or partially utilised journey is not entirely refunded.

For any refunded ticket where tax has not been calculated as per the travelled sector or non-refundable taxes have been refunded, ADM will be raised to recall the incorrect tax claimed.

No-show charges (Ensure when processing a refund or reissuing /exchanging a document, no-show fee if applicable is reported)

Applicable no-show fee has been correctly collected.

Based upon the fare rule, the applicable no-show fee will be charged for the segment marked as no show.

Fare recalculation (When the ticket is reissued, the applicable fare to be recalculated)

Ensuring the new fare has been recalculated correctly.

Fare will be re-calculated as per the date of issue of the original document in case of a partial reissue and exchanged document in case of a full reissue.

Unpaid change fee (The applicable change/reissue fee at the time of reissuance should be paid)

Ensuring that any change fees, both on net documents and IATA fares have been applied.

For any uncollected applicable change fee for reissued tickets, ADM will be raised to collect this amount.

Incorrect change fee paid (The applicable change/reissue fee at the time of reissuance should be paid)

Ensuring that the correct change fee or percentage has been charged to net and IATA fares.

Any applicable change fee for reissued tickets incorrectly collected, ADM will be raised to collect the difference.

Name change (When reissuing the ticket, the Qatar Airways policy of name change to be adhered to)

Ensuring the new ticket has been reissued to the same passenger.

For any ticket reissued to a different name other than the original passenger, ADM will be raised to collect the entire amount. If a ticket is issued to a new name then this is to be considered as a new ticket.

Group materialisation (Depending on the group contract, the group materialisation should be calculated for refund of group deposit)

When group seats are issued and flown less than the allotted seats by applying the standard 80% materialisation criteria rule.

For any group individual or contract not meeting the required materialisation criteria, ADM will be issued for shortfall of seats.

Group size not met (As per Qatar Airways policy the minimum Group size for Economy and Premium Cabin should be adhered to)

When the group shell ID minimum requirement of seats is not issued. The minimum requirement of Economy Cabin is 10 seats and 6 seats for Premium Cabin.

For groups not meeting the minimum requirement, all tickets will be considered as published tickets and applicable higher published fare will be considered and ADM issued for the difference of fare.

Non-refundable group deposit

If a group deposit is refunded or reissued without authorisation.

For any deposits, if claimed for a refund or reissued without authorisation, ADM will be issued for the entire deposit amount. This is applicable for both scenarios, whether seats are released within or outside window.

Under-collected group deposit (As per the ticketing time limit the group deposit need to be calculated and collected)

Group deposit will be validated based upon the group deposit committed at the time of confirmation.

If the group deposit EMD is found as under collected, ADM will be issued for the amount of difference.

Incorrect charges for ancillary services (As per the ancillary service the applicable rate need to be applied)

Ensuring correct applicable charges collected on EMD.

All the applicable ancillary services charges to be reported and collected on the EMD document. ADM to be raised for any discrepancy identified and any incorrect service charges collected.

Unmet ancillary services charges eligibility

Ensuring ancillary charges collected as per the issuance criteria provided for ancillary EMD.

Any EMDs issued should meet the eligibility criteria provided for issuance of the respective EMDs. ADM will be raised for any EMDs wherein the eligibility conditions are not met.

Excess baggage charges (Any excess baggage the applicable rates should be applied).

Ensuring correct excess baggage charges collected.

The excess baggage charges collected on the EMD document will be verified as per the rate sheet or annexures. ADM will be raised for any discrepancies found.

Unpaid excess baggage charges (Any excess baggage the applicable rates should be applied).

Ensuring baggage allowance printed on ticket matches the actual applicable allowances permitted as per policy.

ADM will be raised for any excess baggage where the applicable charges are not paid or collected.

Incorrect RFIC / RFISC for EMD issuance

EMDs are issued according to specified RFIC (reason for issuance code) and RFISC (reason for issuance sub code).

ADM will be raised for any EMDs that are issued with incorrect RFIC / RFISC code.

Incorrectly reported EMD amount (Calculate the value correctly for EMD to be issued)

Ensure that the applicable unutilised base fare, taxes, YQ, YR and 10% bonus value are correctly calculated and reported or collected on the transportation voucher. ADM will be raised for any discrepancy identified and for any incorrect value collected on the transportation voucher EMD.

Non-refundable value claimed on EMD (EMD should not be issued to refund a non-refundable value)

Ensure that the correct applicable value is refunded.

Ensure that non-refundable values are not considered while refunding the EMD value. ADM will be raised for any discrepancy identified and for any incorrect value refunded.

Dual utilisation (A document coupon that has being reported twice as utilised)

Already used or utilised document reported again for utilisation.

ADM will be raised to reclaim the entire ticket value.

Over-utilisation (The value of reissued/exchanged document is more than original document value)

Original document having less value than the new document's applicable value.

ADM will be raised to reclaim the under-collected value.

Unreported sale (A document has been reported as utilised, however the sale of that document is yet to be reported).

Tickets reported for utilisation and / or rejected by BSP/ARC and sale is not reported for the document.

ADM will be raised for sale and under-collected fare and tax amounts.

Expired document refund (Any document utilised beyond the validity of the document)

Refund claimed after expiry of document without an approval as per DOA, Qatar Airways policy or local country law.

Based upon the ticket validity, if a ticket is processed for refund after the expiry period, then ADM will be raised to recall the entire refunded value.

Unaccepted credit card payments

Examples of unacceptable credit card payment methods:

1. Use of a third-party payment agency credit card is not permitted.
2. Issuance of a ticket using a payment card with failure to obtain approval code from the issuing bank (card issuer).
3. Third-party card transaction without approval from the cardholder.
4. Refund to a method of payment other than the original method of payment. For example, card transaction payment refunded in cash.
5. Disputed transaction (including chargeback) rejected by card company.

Misuse of deal codes

Improper or unauthorised use of ticketing time limit exemptions.