



Reservation Prohibited Practices

Dear Travel Partner,

01DEC/THRQR-291-TP-13

Pursuant to our previous notifications and circulars, Please pay attention to a few of Reservation and Ticketing prohibited practices that will be resulted to raise agent debit memo.

Issue	
Reservation booking designator(RBD) violation	Violation on booked vs. ticketed data where is a mismatch between ticketed and booked RBD
Fares violation	Validation for the compliance of fare and sales conditions on all purchased tickets
Sales / Document violation	Abuse of CIP/plating conditions QR/OAL plate where the fare rule/fare note does not allow to do so regardless if the ticket is auto or manually priced.
Refund violation	Validation on documents claimed for refund, duplicate refund check.
Reissue violation	Validation on reissued documents.
Excessive waitlisting	Verification on agency created unnecessary waitlist segments.
Passive segments	Verification on agency created unnecessary passive segments with purpose other than issuance of tickets in certain conditions.
Duplicate segment	Verification on agency created duplicate segments
Other misuse	verification on agency with other misuse involved, which includes: fictitious bookings, invalid day of operation, reject overrides, invalid flight number, invalid city pair, invalid booking class, invalid open segment, invalid waitlist class and churned segment.
Inactive bookings	Verification on agency bookings with segment status HX,UN,NO,UC,US etc. otherwise known as non-productive segments.
Origin & Destination (O&D) violation	Verification on bookings that do not follow the O&D logic and other various practices used to manipulate the system to accept bookings made against the married segment logic.
Hidden group	Verification on multiple individual ticketed PNRs created for large groups which expressly prohibited as against QR Group Policy and Procedures.
Minimum connecting time (MCT) violation	Verification on bookings that undercut required MCT
Fictitious names	Verification on bookings created with fictitious name
Duplicate PNRs	Verification on duplicate PNRs
Illegal mix class	A booking made with an illegal combination of classes in order to secure space that is not then ticketed at the correct price
Cross border ticketing	Ticket issuance in such a way it appears that the travel commences in a different country than is actually the case or containing flight segments not intended for use
Back to Back ticketing/out of sequence used	The issuance or use of coupons from two or more tickets issued at round trip fares or the combination of two or more round trip fares end to end on same ticket , for the purpose of circumventing applicable tariff rules ,such as advance purchase and minimum stay requirements.
Use of robotic macros/scripts	Use of robotic macros/scripts to perform availability functions within GDSs
Baggage allowance	Verification on baggage allowance printed on the ticket vs. the actual allowance approved for applicable fares/Point of Sales/deal code ,etc.