



# Qatar Airways Partner Agency Policies (QAPAP)

The Travel Agency Guidelines Handbook

September 2021



**Dear Valued Travel Partners,**

We aspire to create a robust set of principles which are transparent and foster a positive and productive business relationship with you.

We are introducing QAPAP, a new consolidated Policy document, in accordance with the applicable IATA Resolutions, to create a foundation of governance and structure in the way we apply our trading rules and principles, and which are fair to both, Qatar Airways and our Trade Partners.









Thanking you for your continued support & co-operation

# What Is QAPAP (Qatar Airways Partner Agency Policies) ?

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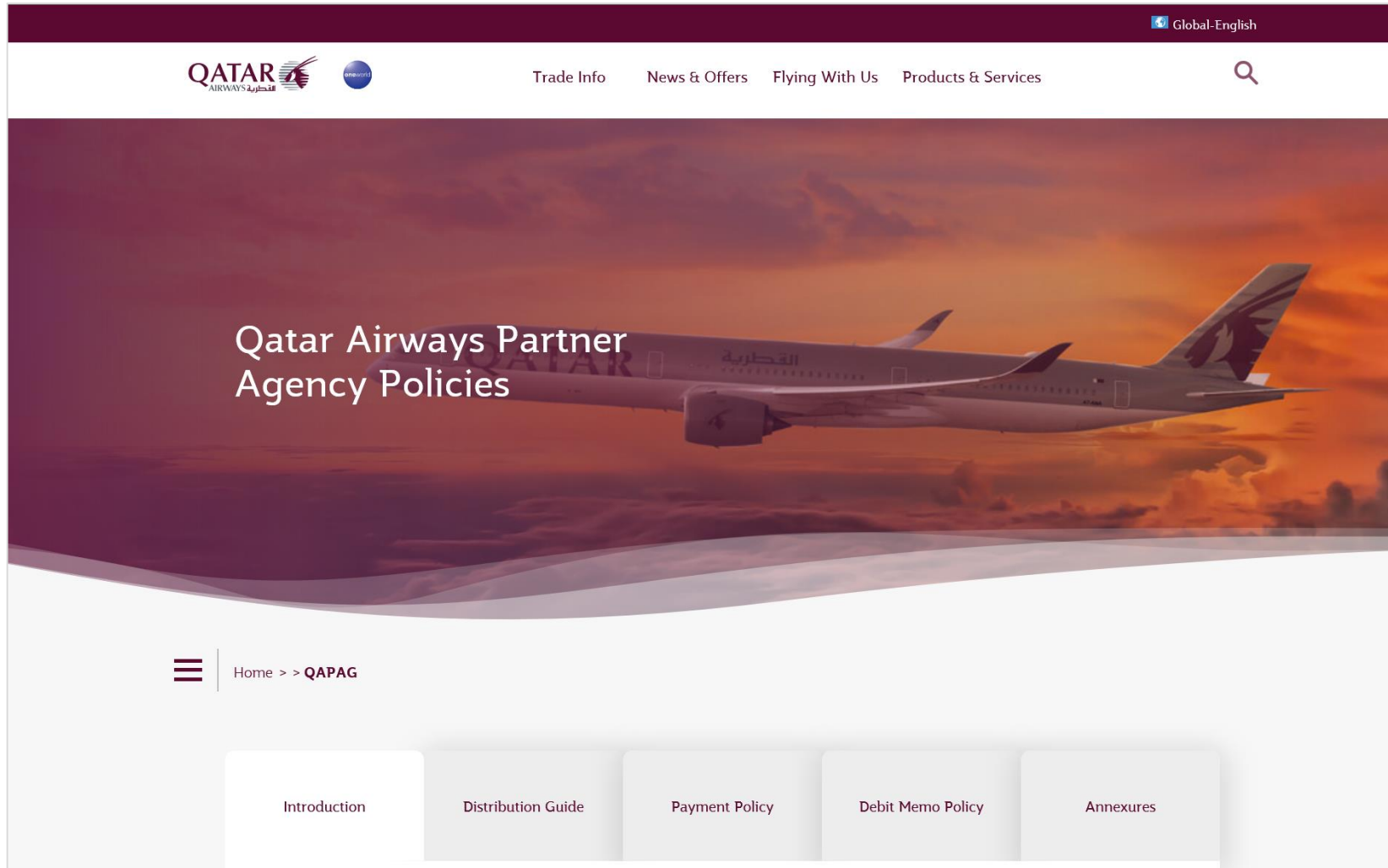
- A business-friendly document which consolidates all QR trading Terms and Policies.
- QAPAP Defines QR legal framework of engagement with Travel Agencies in very a coherent and transparent way.
- Whilst QAPAP safeguards QR, one of its main missions is to protect and **support our** reputable partner agencies from treacherous practices by non-trustworthy agents.
- QAPAP is a one-stop shop document which helps prevent **unexpected ADMs**.
- QAPAP introduces appropriate controls and governance to **protect the customer data**.
- **Easy access to NDC** – IATA agencies can easily connect via NDC directly with QR.

# One Document, All QR Policies

Policy	Description / Key Changes
 Passenger Sales Agency Agreement (PSAA)	<ul style="list-style-type: none"><li>• Resolution 824 as the principal relationship between the airline and agents, but also outlines key conduct expected from agencies and other QR specific policies.</li></ul>
 Agent Distribution Guidelines (ADG)	<ul style="list-style-type: none"><li>• Defines the standards for display and selling of QR products &amp; services.</li></ul>
 Data Sharing Agreement	<ul style="list-style-type: none"><li>• Guidelines for data security and the protection of customer data.</li></ul>
 NDC Seller Agreement	<ul style="list-style-type: none"><li>• Contains the terms for NDC, allowing IATA agents to connect without any separate agreement.</li></ul>
 Payment Policy	<ul style="list-style-type: none"><li>• Introduces penalty charges and better governance for payment related violations.</li><li>• Prohibits Agency Owned Cards – Travel Agencies require explicit authorization from QR.</li></ul>
 ADM Policy	<ul style="list-style-type: none"><li>• Existing penalties are revised and new penalties introduced.</li></ul>

# Where Can We Find QAPAP?

QAPAP will be available on [QR Trade Portal](#) and regularly updated. The full document in PDF version can be downloaded.



- ✈ IATA BSP/ ARC Bulletin, IATA Memo Manager.
- ✈ QR Website → Legal page
- ✈ QAPAP acknowledgement clause included in the PLB T&Cs.
- ✈ No sign-up needed for IATA Agencies: implied acknowledgement (IATA Res 824).
- ✈ NDC Seller Agreement sign-up not required for IATAs.

# Why Does QR issue ADMs?

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We intend to improve reservation practices to ensure more seats become available for genuine sales and to deliver greater choice to our mutual customers.

The purpose of our “Booking & Ticketing Guidelines” is to promote Qatar Airways’ reservations & ticketing procedures to enable Travel Trade Partners to conduct their business in the most efficient manner.

## Booking & Ticketing Prohibited Practices



- ! GDS violations (e.g. churning)
- ! Duplicate Segments
- ! O&D Violation / POC Violations
- ! Fares & Ticketing
- ! Other prohibited (e.g. Credit Card usage )

The list of QR Booking & Ticketing prohibited practices resulting in ADMs, (i.e. “List of Don’ts”) will be published on [QR website](#), [BSP link](#) and [QR Tradeportal](#).

# List of “Don’ts” (1 / 2)

## GDS Violations

1. Bookings made when no definite passenger exists, in anticipation of possible sale.
2. Fictitious bookings: speculative bookings made with fake names.
3. Un-committed booking sale: selling seats but not creating any PNRs & blocking QR inventory.
4. Excessive Churning: Segments that are repeatedly cancelled and rebooked for the same itinerary in the same or different class of service across one or more PNRs or GDS to avoid time limits or to meet GDS incentives.
5. Open segments entered for other than ticketing purposes.
6. Inactive bookings - failure to remove HX, UN, UC, NO, US status code segments from PNRs which result in nonproductive segments.
7. Bookings created in higher classes that are released close to departure to make seats available in lower classes.
8. Using ‘IN’ entry to gain access to group PNRs instead of using passive segments or group claim.
9. Passive segments: in active segments created for administrative and invoicing purposes, to circumvent fare rules, abuse married segment logic, satisfy GDS productivity requirements or to ticket bookings held in systems other than the Airline reservation system.
10. Bookings created for testing or training purposes. Agent must use training mode for these.

## O & D Prohibited Practices

When booking a Qatar Airways flight segment, always book your Itinerary in Sequence based on the direction of Outbound first and then Return. Connecting Segments that form an O&D should always be sold as a single unit directly from the availability.

1. Breaking of married segments or partial cancellation is restricted and strictly not allowed.
2. Creation of excessive multi segment O&Ds which is not required for the intended journey is not allowed.
3. Complete booking and ticketing activity should be done using a single GDS. The only exception will be where original PNR is created by QR and a passive PNR is created in another GDS for driving a ticket.
4. Usage of different passive segment status codes to manipulate the system is not permitted.
5. Use of robotic macros/scripts to perform availability or sell functions that results in manipulating or bypassing the system controls is not permitted.
6. Extending PNR access to Multiple office ID’s for bypassing Point of Sale (POS) controls is strictly not permitted.
7. Changing Point of Commencement (POC) segment to manipulate the system evaluation is not permitted.
8. Any other means of transactions to manipulate the O&D system, which include but are not limited to inventory abuse, availability computation, segment sell, system security, as well as any other illegitimate transactions are strictly not permitted.

## Duplicate Segments

Bookings created with more than one reservation for the same passenger within one GDS or more.

1. The same flight number on the same or different date. This includes active or passive segments.
2. Different flight numbers for the same city pair and different dates.
3. Wait listing in a lower RBD on the same flight and same cabin as a confirmed segment.

# List of “Don’ts” (2/2)

## Fares & Ticketing Prohibited Practices

1. Non-adherence to fare rules (violation of selling & travel date validity, seasonality, min/max stay, under collection of taxes & fees, incorrect refunds, incorrect reissue, incorrect discounts, apex/Advance fare rule violation, incorrect pricing for journeys including weekend surcharges, Flight Supplements, Add-ons & other charges (including discount for child/infant & other special discounts etc.).
2. Abuse of CIP conditions while issuing tickets.
3. Non-compliance with Black out period restrictions, flight number restriction, Stopover conditions, Upsell (Class upgrade conditions).
4. Incorrect carrier code & booking class for other (OAL) segments.
5. Violation of combinability conditions.
6. EMD over utilization.
7. Utilization against void sales.
8. Utilization of unreported sales.
9. Dual utilization.
10. Incorrect RFIC/RFISC (Reason for issuance code /Sub code) for EMD issuance.
11. Incorrect value collected for EMD.
12. Non-compliance with Group conditions.
13. E-tickets not reissued/Revalidated/refunded as per schedule change policies (except revalidation).

## Fares & Ticketing Prohibited Practices

14. Commission on SOTO & OAL closed Tickets-(OAL coupons issued on 157 stock/Plate) - Claiming commissions wherever it's not permitted is considered a violation.
15. Baggage allowance printed on the Ticket does not match the actual applicable allowance.
16. Excess baggage (EBT)/MCOs/EMDs issued for excess baggage with incorrect rates.
17. MCOs/EMDs issued value for cabin upgrade does not match approved value.
18. Name correction – Changing the name completely is not permitted. However, name correction is allowed specified in QR name change policy.

## Other Prohibited Practices

1. Use of a payment card belonging to the Agent, or in the name of a person permitted to act on behalf of the Agent, or in the name of the Agent's officer, partner or employee, in connection with the sale of Qatar Airways' Traffic Documents to any customer of the Agent. In accordance with IATA Resolution 890
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 method of payment of the original transaction. Payment card transaction refunded to cash
5. Disputed transaction (including chargeback) rejected by card company
6. Improper/unauthorized use of Ticketing Time Limit exemptions



# How Does QR Issue ADMs?

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Travel Trade Partners who do not adhere to QR reservations & ticketing ethics may be restricted from accessing QR inventory and ticketing functionalities. Non-compliance to our “Booking & Ticketing Guidelines” may result in cancellation of the PNR, issuance of an ADM.



► Administrative fees of \$25 per ADM levied for GDS violations and \$7 for all other types.

# Contact Us

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► ADM disputes : [admcoe@eu.qatarairways.com](mailto:admcoe@eu.qatarairways.com)

