

## News Flash

**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.
- ✓ In case 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.
- ✓ 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.

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- ✓ To remove all inactive segments having status codes HX/NO/UC in a PNR, please perform RFXX; 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 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.

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- ✓ 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, **HEETTxx** 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.
- ✓ 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.

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- ✓ 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**