



Mihin Lanka Distribution Policy

2015

LJ

TABLE OF CONTENTS

1. OBJECTIVE	3
2. BOOKING AUDIT BY THE MIHIN LANKA	3
3. DEBIT MEMO/ADM DISPUTES.....	3
4. POLICY APPLICABILITY	4
5. GLOBAL DISTRIBUTION SYSTEM CHARGES.....	4
6. WHAT ARE THE UNPRODUCTIVE PRACTISES OF GDS USERS /	4
• NON CANCELLED INACTIVE SEGMENTS	4
• CHURNING	5
• DUPLICATE BOOKINGS	5
• FICTITIOUS NAMES AND OTHER SPECULATIVE BOOKINGS	5
• FAKE TICKET NUMBERS	6
• TRAINING AND TESTING.....	6
• PASSIVE ABUSE.....	6
• AGENTS PRODUCTIVITY	6
• BOOKINGS CREATED TO ACHIEVE GDS SEGMENT TARGETS.....	7
7. RECOMMENDED BEST PRACTISES BY GDS USERS.....	7

OBJECTIVE

Mihin Lanka (Pvt) Ltd wishes to lay down certain guide lines by way of a **Distribution System Policy** to all its Agents/ users of Global Distribution Systems in order to ensure effective and efficient use of Global Distribution Systems for reservation and ticketing of Airline itineraries and thereby reduce/control Airline money spent on exorbitant unproductive costs on Global Distribution Systems/GDSs.

This policy intends to explain the unproductive practices and regulate the charges related to unproductive practices. Further it is highlighted all best practices that should be adopted by users of Global Distribution Systems.

Compliance with this policy and adopting recommended best practices will enable efficient processes that will be reflected in actual sales, reducing unnecessary costs of distribution, customer satisfaction and teamwork with Travel Agents.

1. BOOKING AUDIT BY THE MIHIN LANKA

Mihin Lanka will monitor all transactions to identify booking abuses and all unproductive practices which are not in line with this policy.

Failure to comply with this policy may result in debit memo issuance to the agency in order to offset the costs incurred by Mihin Lanka and an administrative service fee will also be added.

2. DEBIT MEMO/ADM DISPUTES

MIHIN LANKA /MJ RESERVE THE RIGHT TO USE THE BSP LINK FOR RAISING DEBIT MEMOS. IF ANY DISCREPANCY IS IDENTIFIED ON THE ADM THE TRAVEL AGENT MUST SUBMIT THE FORMAL DISPUTE WITHIN THE STIPULATED TIME FRAME AS PER BSP GUIDELINES.

It is the Travel agents responsibility to submit all necessary supporting documents to the Airline for verification.

3. POLICY APPLICABILITY

This policy applies to all Computer Reservation System/Global Distribution System (CRS/GDS) subscribers including travel agents (Accredited and Non-Accredited). It is the responsibility of the Travel Partner to ensure that all of its employees, in all of its locations are familiar with this policy, including future updates.

4. GLOBAL DISTRIBUTION SYSTEM CHARGES

These are the amounts charged by Global Distribution Systems/GDSs to Airline.

Airline must pay each time a user of a Global Distribution System/GDS makes a transaction such as a booking, cancel or Ticket issuance etc.

These charges applicable on Per Passenger Per Segment basis and are applied each time the transaction is closed/ended.

5. WHAT ARE THE UNPRODUCTIVE PRACTISES OF GDS USERS / TRAVEL AGENTS?

Following are some of the abuses/unproductive practices identified and Travel Agents will be invoiced for all abuses. Also Airline has the right to blacklist Travel Agencies that generates high unproductive cost to the Airline.

- **NON CANCELLED INACTIVE SEGMENTS**

Travel Agencies must cancel all unproductive/Inactive bookings (**HX /UC /UN / NO**) that fall into their queues **daily/on regular basis or at least 24 hours prior** to scheduled departure time and within the same calendar month that the segment has been cancelled by Mihin Lanka.

Further Travel Agents must take timely follow up actions on schedule change messages, un-ticketed bookings etc to avoid any PNR non synchronizations.

(TK/TL/TN/UU/KK)

- **CHURNING**

This refers to the process of repeatedly creating and canceling Segment(s), travel dates and passenger information on the same or separate PNRs.

This practice is usually done by Travel Agents,

1. To avoid ticket time limits.
2. To search for special fares.
3. To achieve Targets imposed by Global Distribution Systems.

This practice generates excessive Booking and Cancellation costs. Hence if identified, will be invoiced on a per segment basis.

- **DUPLICATE BOOKINGS**

Travel agents should not create duplicate bookings or segments for any reason, or duplicate any reservation booked by another Travel Agent or stored in another Global Distribution System or Mihin Lanka's internal reservation system.

It is the responsibility of the Travel Agent to determine if the customer already made a booking.

- **FICTITIOUS NAMES AND OTHER SPECULATIVE BOOKINGS**

Travel Agents must refrain from holding/blocking Mihin Lanka inventory until a passenger or ticketing opportunity arises. Travel Agent may use the GDS only when it relates directly to a passenger's request or intention to purchase a ticket.

Further the names that have a high probability of not being the name of a real passenger will be considered as Fake and if identified bookings with fake names or speculative, agency will be charged with segment fees.

EG: 1 TEST/ MR 2. GGG/BB

- **FAKE TICKET NUMBERS**

This refers to the bookings with fake ticket numbers and following will be categorized as Fake and Travel agency will be charged with segment fees for all identified abuses.

1. Fake Ticket Number
2. Real Ticket number used previously
3. Tickets issued for a route different from the one on the reservation
4. Tickets issued in the name of a person other than the one on the reservation
5. Voided Tickets.
6. Any other accountable document used as fake ticket.

- **TRAINING AND TESTING**

Travel agent should refrain from creating Test or Training PNRs on its Global Distribution System/GDS and instead use Training mode provided by the respective Global Distribution Systems/GDSs.

- **PASSIVE ABUSE**

Passive booking cannot be used for ticketing by the Agent if he is holding an active booking for same reservation. These results in excessive payments to GDS and Agency will be charged for all identified bookings.

- **AGENTS PRODUCTIVITY**

This refers to the cost generated by Travel agent vs Sales for the period.

If no sale is generated or sale is generated with high cost factor, measures will be taken to curtail such costs.

- **BOOKINGS CREATED TO ACHIEVE GDS SEGMENT TARGETS**

Travel Agents should refrain from creating bookings to achieve set Global Distribution Targets. If identified, such Agencies will be debited with segment cost or measures will be taken to black list the Agency.

6. **RECOMMENDED BEST PRACTISES BY GDS USERS**

- **PNR NAME FIELD** – Travel agent should update correct first name, last name together with the title as shown in the passport. Surname must contain a minimum of two characters.

If the name is too long ensure it is limited to total of 52 characters including slashes.

Ensure name changes are not done once a PNR is created

- **CONTACT FIELD** - Ensure passenger land/mobile contact details including destination as well provided on the correct GDS field or through OSI element to the Airline in order to facilitate flight disruption handling.
- **SSR ELEMENTS** – When a segment is changed it is the Travel Agents responsibility to ensure all flight related SSR Items are resent to the Airline

Travel Agent must ensure to comply with all applicable Government regulations imposed time to time

EG – APIS

- **GROUP BOOKINGS** - Travel Agencies should ensure that they adhere to Group Booking Policies laid down by the Airline. Travel Agencies must not create multiple Bookings in order to circumvent Group Booking definition. Violation of the policy may result in Airline charging penalties/fees etc.
- **QUEUE ACTIONING** - Travel agent must ensure queues are actioned promptly in a correct manner and cancel all inactive codes **(HX/UC/UN/NO ETC)**

- **GENERAL**

1. Ensure no duplicate bookings or duplicate segments created for no reason.
2. Ensure all bookings are ticketed and all unwanted bookings are cancelled promptly without blocking the Airline inventory.
3. Ensure bookings are not created both active and passive purely for the reason to achieving GDS set segment Targets.
4. Travel Agents with multi Global Distribution Systems/GDSs must ensure that same booking is not created on all GDS and ensure booking created and ticketed on one GDS.
5. Refrain from creating speculative reservations when there is no intention of travelling or creating reservations to obtain fare quotes or provide customers with itinerary.
6. Always use non billable codes which could be obtained from your Global Distribution System/GDS to produce itinerary prints or for administrative and accounting purposes.
7. Avoid making changes to a reservation made in Travel Agency's Global Distribution Systems/GDSs directly with the Airline.
8. Avoid making changes on partly flown bookings as this may result in non sync PNRs.
9. Avoid rebooking on dead PNR's/ PNR's with no itinerary.
10. Avoid cancelling and rebooking segments in short time gaps/in seconds as this will result in non synchronized PNRs.
11. If you void a ticket, cancel the reservation immediately as this practice may not block spaces in the Airline inventory with a voided ticket.

Concrete sales and issue tickets preferably at least 24 hours prior to flight departure.

- **TICKETING**

1. Travel Agent should ensure that correct latest updated fares are taken to issue tickets.

Note: Should follow the ticketing guidelines provided by the Airline.

2. Travel Agent should ensure that all taxes, fees and Surcharges imposed by the Authorities are collected and reported accordingly
3. Travel Agent should ensure all penalties and fees are collected for Cancellation, Re issue etc
4. Travel Agent should strictly adhere to time limits of Airline and ensure that the booking is ticked or cancelled prior to time limit.