

CIRCULAR FROM COUNTRY MANAGER INDOCHINA

To : Business Partner

From : Country Manager Thailand & IndoChina

Date : 22nd September 2020

Subject: MH GDS Booking Policy (V2.1), Effective 1st October 2020

Malaysia Airlines would like to inform Travel Agent about revised GDS Booking Policy with effective 1st October 2020. This Policy and its associated practices and procedures are subject to change from time to time by Malaysia Airlines and will be notified to travel Trade.

It is the airlines prerogative to audit and raise ADM for abusive or unwanted transactions. These ADM will be handled as per **IATA Resolution 850m**.

Furthermore, the reason of ADM issuance is related to MH best practices in accordance with **IATA Resolution 830a** under the heading 'Consequences of Violation of Ticketing and Reservation Procedures' are addressed in this document.

This policy applies to all GDS subscribers effective on 01st October 2020 and kindly make every effort to comply with these stated below Policy guidelines strictly. Any subscribers failed to follow GDS Booking Policy may be subjected to **Agent Debit Memo (ADM)**.

No	Subject	Action by Travel Agent	ADM charges
1	Unwanted segments and Waitlist bookings	24 hours prior to flight departure	USD 15 per segment*
2	Inactive Segments	24 hours prior to flight departure with in same month	USD 15 per segment*
3	Fictitious and Test bookings	Not allowed	USD 30 per segment*
4	Duplicate bookings	Not allowed	USD 15 per segment*
5	Churning per booking	Max 5 times only	USD 15 per segment*
6	Passive Segments	Not allowed	USD 15 per segment*
7	Forced Bookings	Not allowed	USD 15 per segment*
8	Breaking of Married Segments	Not allowed	USD 500 per ticket *
			* equivalent to local BSP currency

Note: Please refer to the definition of subjects in the Appendix 1.

- **The ADMs charged for Violation of Ticketing and Reservation are subject to VAT treatment based on VietNam Tax Law .**

POLICY VIOLATIONS

1. Malaysia Airlines reserves the rights to block any Travel Agent's access to view, book or issue ticket on MH in case of non-compliance to this policy.
2. Malaysia Airlines further reserve the rights to cancel any un-ticketed PNRs of Travel Agent who have been identified as non-compliant to this policy.
3. Travel agent that issue the ticket will be held liable in case of any Malaysia Airlines booking policy violations.

FLOW OF PROCESS FOR ADM

1. Malaysia Airlines will send the debit memo monthly to the Travel Agent for all booking transaction created on/ after 01st October 2020.
2. Malaysia Airlines reserve the rights to use BSP link for raising memos.
3. Travel Agent can dispute the debit memo within 14 business days of receiving the memo.
4. Email address for dispute matters: mh.bidt.disputes@accelya.com

AMENDMENT

1. Malaysia Airlines reserve the right to amend and/ or modify and/ or adapt and/ or partially delete the ADM policy at any time without prior notice as we expect Travel Agencies to refer to it regularly.
2. Malaysia Airlines reserve the right to change the ADM charges at any time.

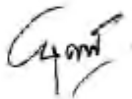
We have full confidence in you as our valuable partner and hope you will give us full support in handling this matter efficiently and promptly.

Should you have further information or any enquiry, please feel free to contact us at any time.

Malaysia Airlines Saigon Sales Support team as below:

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Yours sincerely,



Mr. Anusorn Thongchusaeng

Country Manager Thailand & IndoChina

Appendix 1

1. Unwanted segments and Waitlist bookings

1.1. Unwanted segment

The agent shall not create impossible traveling itineraries in a single booking. It is not allowed to hold concurrent flights for the same travel period where it is not possible for passenger to travel simultaneously. The agent shall ensure all unwanted segments are removed from the active booking at least 24 hours prior to flight departure.

1.2. Waitlist segment

The agent shall not repeatedly create waitlist segment which incurred in higher booking volume and increase GDS cost for Malaysia Airlines. The agent shall ensure all waitlisted bookings are removed from the active booking at least 24 hours prior to flight departure.

2. Inactive Segments

Agents shall ensure that all inactive segments such as (HX, UC, UN, NO)* are removed immediately from the active booking:

- Within the same month of transaction for the inactive segment;
- At least 24 hours prior to the flight departure.

We encourage Travel Agency to monitor the servicing queue on daily basis and action accordingly.

* Inactive segments are notified to the agents in their GDS queues with a status:

HX = holding cancelled

UC = unable/ flight closed

UN = unable/ flight cancelled

NO = no action taken

3. Fictitious and Test bookings/tickets

Travel Agent must not create any fictitious bookings, testing or training bookings that block the airline's inventory in the live GDS environment. The training environment is provided by all GDS and agents must use this mode for testing or training purposes. Creating PNRs for training purposes using Live environment is prohibited.

Fictitious bookings are those with name field items that for example read as:

TEST/ TRAVELLER/ FLIGHT/ MICKEY/ MOUSE/ TOURIST/ NTBA/ PASSENGER/ BGFGBG

Or

A surname with fictitious initials, i.e. **A/ B/ C/ D/ E** since eliminating fictitious booking will free up seats while reducing unnecessary GDS cost for Malaysia Airlines.

Inserting fictitious ticket numbers to hold a booking leads to a reduction of availability of the Malaysia Airlines flight. Booking which contains fictitious names or ticket numbers will be screened by Malaysia

Airlines. The Travel Agent are refrained from making test booking, reservations with fictitious names, or entering false ticket numbers on MH flights.

4. Duplicate Bookings

Creation of passenger's booking on multiple flights or in multiple classes increases GDS booking fees for the airline and leads to abuse MH inventory. Creating duplicate segments is not permitted under any circumstances, and Malaysia Airlines defines duplicate booking as per below:

- a) PNR created by same Travel Agent (IATA SOC)
- b) Same passenger name
- c) Same Origin & Destination
- d) Same or different flight number
- e) Same flight date
- f) Same or different booking class
- g) Same or different bookings/ PNR
- h) Same or different GDS

5. Churning for more than 5 times per booking

Malaysia Airlines defines "Churning" as any cancel/ rebook activity intended to circumvent ticketing time limits or reserve inventory. Agents shall avoid repeated cancelling and re-booking of the same or different flight, class, date or route (churning) to circumvent ticketing time limits or for any other reason whatsoever; as this leads to unreasonably high booking/ cancelling volumes resulting in higher GDS cost for Malaysia Airlines.

Repeated cancellation and rebooking **by same Travel Agent** on the same flight and date in excess of **5 times** in the **same or across booking records** and **within the same GDS or across GDS** will subject to ADM.

6. Passive Segments

Malaysia Airlines defines passive segments as a segment entered in a GDS that does not result in a ticket being issued that is typically used by agents to generate itineraries or make notes. Industry standards require that passive segments to be used "for the purpose of ticketing" only after a booking has been made in an airline's inventory system and shall match with existing booking in airlines reservation system.

If a passive segment created by Travel Agent for the purpose to issue EMD for Group Deposit, it is Travel Agent's responsibility to cancel the passive segment after EMD issuance.

7. Forced Reservations

Travel Agent use various malpractices to manipulate the system with the intention to circumvent MH inventory rules to obtain seats in lower RBDs.

Agent should not make forced bookings with action code such as IN, IS.

8. Breaking of Married Segments

Booking class inventory availability varies to specific Origin-Destination (O&D) cities requested. Malaysia Airlines booking policy requires connecting flight segments to be booked from a single availability display from point of origin to point of destination. Flight segments sold together are

designated as “married segments” and must not be separated. Rebooking or cancellation of any married segments must, at the same time, be applied to the connecting flight segment.

A PNR is considered as a Married Segment violation if:

- a) There is no married segment indicator on the PNR.
- b) When the married segment indicator is not in sequence.
- c) When the married segment indicator is missing in on one leg of an O&D.

The agent that issues the ticket will be held liable in case of any MH booking policy violations. This can occur even in scenarios where an IATA agent issues a ticket for a booking that has been created by a Non-IATA agent. An ADM will be raised for the fare difference between actual Origin/ Destination (O&D) pair used for booking and the O&D pair ticketed plus an ADM fee.

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