

GDS Booking Policy

Version of [9th October 2017]

1. PREAMBLE

The GDS booking policies found within this document is in addition to [Singapore Airlines Ireland ADM Policy](#) from the implementation date stated under point 3 below.

2. PURPOSE

Travel agents should note that Singapore Airlines pay a fee for each booking created, cancelled, or changed, where still applicable. As a result, Singapore Airlines may end up paying for unproductive bookings and at times, inventory management is negatively affected.

Thus, corrective actions need to be taken and fraudulent practices, which will be defined later, need to be penalized.

Singapore Airlines would like to assure the trade that the policy is in line with industry standards.

3. IMPLEMENTATION DATE

This policy will be effective on 1 March 2018.

4. FRAUDULENT BOOKING PRACTICES

Every agent engaging in booking activities for Singapore Airlines should refrain from (but are not limited to) the below fraudulent booking practices:

4.1 DUPLICATE BOOKINGS

- A single travel agent should not create duplicate bookings for a passenger.
- Bookings are considered duplicates when they are for the same passenger (i) on the same date of travel and same OD or (ii) on the same flight number with different RBDs.
- Note that with our revenue integrity system, if 2 or more confirmed segments are flagged as duplicates, only the latest confirmed segment will be kept. If the transaction time is identical, only the segment with the highest cabin/selling class will be kept.

4.2 CHURNING

- While Singapore Airlines understand that there may be a need to cancel and re-book for passengers at times, travel agents should not be repeatedly doing so.
- Any cancellations and re-bookings **done in excess of 5** for the same segment in the same or across different PNRs will be considered as an attempt to circumvent ticketing time limits.

4.3 INACTIVE SEGMENTS

- It is the travel agent's responsibility to monitor the queues and release inactive segments with HX, UN, UC, NO, SC, TK, TL, TN, UU, US, PN, WL, DL, DS, IX, MM, RM, GL, or WK status codes from the booking.
- Failure to remove these segments 24 hours before departure would result in an ADM.

4.4 FICTITIOUS NAMES

- Travel agents are requested to refrain from making bookings with fictitious names and thus blocking inventory.
- Creating live PNRs for training or test purposes is strictly not allowed.
- Examples of fictitious names are:
 - Mouse/Mickey
 - Test/Charlie
 - ABC/XXXX
- Names of famous personalities could be genuine and therefore Singapore Airlines will evaluate and make a call based on our evaluation.

5. **TERMS OF APPLICATION**

- Singapore Airlines has appointed a third-party to be the rightful party handling the ADMs.
- ADMs will be handled as per IATA Resolution 850m & 830a for IATA agents.
- Singapore Airlines reserves the right to penalize all travel agents, be it IATA or non-IATA agents.
- Singapore Airlines reserves the right to raise ADMs for other fraudulent practices from time to time and not necessarily limited to the above violations.
- Singapore Airlines reserves the right to revise the debit memo charges.
- Singapore Airlines reserves the right to revise our policy without prior consultation with travel agents.

6. DEBIT MEMO POLICY

▪ Debit Memo Structure

Fraudulent Practice	Debit memo
Churning in excess of 5 per booking	USD10 per pax per segment

- Service fee, if applicable, will be charged along with ADM.
- Singapore Airlines will raise and submit the ADMs through BSPLink, ARC Memo Manager, and ASD.
- Any disputes will have to be done through the channel of receipt within the latency period including any relevant documents supporting each dispute.

7. MISCELLANEOUS

- We hope that all agents involved with booking Singapore Airlines' flights have read this policy thoroughly and are able to abide by the guidelines. We would like to thank all agents who have adhered to the guidelines and we are grateful for your support.