



## Reservation, Ticketing and Integrity Policy for SAS

The objective of this Reservations, Ticketing and Integrity Policy is to advise Travel Agents (IATA and Non-IATA Agents) on how to avoid the risk of billed for misuse of SAS inventory, fares, products or other policies.

It is our experience that many issues, defined as misuse, stem from lack of knowledge, or maybe rather from the overflow of information in the global world of reservations.

It is the SAS aim to reduce the amount of Agency Debit Memos (ADM's) by creating dialogue and information about how to navigate, when entering SAS inventory or issuing tickets on SAS documents. As part of this effort, SAS has established a policy, describing in detail known issues considered misuse or abusive behavior.

SAS will follow up on any of the mentioned issues, and maintain the right to collect reimbursement for any cost that could have been avoided if the Travel Agent responsible for the Reservation or Ticket had followed this policy.

This policy focus on any segments booked, which will not result in a passenger ticketed and flown. These “inactive segments” create unnecessary costs for both Airline and Travel Agents, and by reducing this we minimize the distribution costs and optimize flight inventory. Within focus is also violation of closed booking classes and misuse of fare rules and tickets.

This provides a positive effect for Travel Agents and Customers with:

- updated and correct inventory with correct seat availability
- correct fares and no ADM's equal terms of rules which will secure an equal competition between sales agencies
- smooth check-in at airports for the customer
- limit administrative workload for the Agent and SAS

This Reservations, Ticketing and Integrity Policy must be followed by any Travel Agent or other entity making reservations or issuing tickets on SAS's inventory, including Non – IATA Agencies. The Agency has responsibility to ensure that all of its employees and contractors, in all of its locations, are familiar with this Policy, including future amendments. Detailed information is included in this document.

The Reservations, Ticketing and Integrity Policy is available on SAS Sales Information website, and any changes will be posted here as well: [www.sassalesinfo.com](http://www.sassalesinfo.com).

In the following paragraphs, SAS has described the issues which it regards as misuse of this Reservations, Ticketing and Integrity Policy. It is our intension to minimize fraud and misuse by creating an open dialogue with any agency wishing to sell SAS products. In case of noncompliance with this policy SAS maintains the right to claim reimbursement via ADM for any costs and/or loss of revenue due to misuse as defined below.



## Reservation, Ticketing and Integrity Policy for SAS

- 1. Back Date Ticketing** - The issuance of a ticket with an indicated date of issuance that is earlier than the actual date of issuance is considered misuse.
- 2. Baggage Allowance** - The Agent must secure to follow the Baggage Allowance Rules of the SAS and secure the Allowance is correctly updated in the ticket according to the applicable fare.
- 3. Cancellations** - If a customer cancels the reservation the Agent must immediately release the seats to the SAS inventory. The Agent may not re-use the cancelled inventory for another customer, even if the other customer desires the identical itinerary; a new PNR must be created (see also Name change).
- 4. Churning** – The Agent must not engage in Churning to circumvent ticketing time limits of the Fare Rules or for any other reason. A repeated number of rebookings of the same segment (same name, flight number and date) in the same or different PNR and booking class is considered as misuse and can cause cancellation of the PNR and an ADM. Maximum four rebookings of the same segment are allowed, if the segment becomes ticketed. Maximum two rebookings of the same segment are allowed if the segment remains unticketed.
- 5. Class of Service** - The Agent must not issue a ticket unless the requested class of service is available for sale and confirmation of HK or WL received from SAS's reservation system. The class of service booked in the PNR has to correspond to the fare basis issued in the ticket.
- 6. Commission** – An agent is only allowed to insert commission at the point of ticketing, provided that the agent has a written agreement with a SAS which allows a possible override of the standard commission (depending of point of sale).
- 7. Consolidators/Contractors** – When a Consolidator/Contractor chooses to cooperate with any IATA/NON-IATA Agent the Consolidator/Contractor is responsible for inaccurate booking behavior and will receive ADM's on behalf of the contracted IATA/NON-IATA Agent. Settlement must therefore be agreed to between the two agencies involved. SAS will forward any claims to the responsible Agency identified by IATA designator in the PNR.
- 8. Credit Card** - The Agent must ensure that the type of card being processed during the sale is accepted for payment by the SAS. The Agent is responsible for checking the validity of the credit card and to ensure either electronic approval from the card supplier or that the signature of the cardholder is provided.
- 9. Credit Card Charge Back** - In case that the SAS is debited by the credit card acquirer for a fraudulent purchase of a ticket issued by the agent, SAS will charge the agent for the cost via an ADM in all instances where the procedures in IATA resolution 890 has not been applied, or if the sales was a non face-to-face transaction. The same applies in case a travel agent has issued a ticket against payment made with a credit card not accepted by the SAS.



**10. Customer Name/ID** - Customers' full first and last names are required in all bookings. The use of initials or pseudonyms instead of the passenger's full name will subject the PNR to scrutiny and ultimately cancellation. Additional security information about the customer may be required by government agencies and the Agent should ensure that the PNR satisfies the applicable governmental requirements. Entering fictitious names in PNR's is considered misuse and can cause cancellation of the PNR and an ADM.

**11. Duplicate Bookings** - The Agent must not create a Duplicate Booking for any reason, or duplicate any reservation booked by another branch or agency or that is stored in another CRS/GDS or SAS's reservation system. It is the responsibility of the Agent to determine if the customer already made a booking. Duplicate bookings will be scrutinized, and risk cancellation and/or ADM.

**12. EuroBonus** – EuroBonus is SAS's loyalty program. The Agent must ensure that input is made according to GDS/CRS requirements to secure that registration is made correctly at customer's request. Misuse of EuroBonus tier level and connected product advantages can cause cancellation of PNR and/or an ADM responsible Agency.

**13. Fare Audit** - All fare rule elements are subject to audit, including correct application of bookingclass, fare basis, ticketing time limit, fuel surcharge, commissions, discounts if applicable, mis-plating, booking classes, baggage allowance, taxes and automated fare-quotes, reissues and manual pricing of ticket.

**14. Fare Rules** - The Agent must adhere to all ticketing and fare rules. SAS prohibits, and the Agent is liable for, any booking or ticketing practice that circumvents the applicable Fare Rules. The Agent must issue a valid ticket or cancel the PNR by the applicable Ticket Time Limit. SAS reserves the right to use an automatic program to cancel segments when ticketing has not occurred by the applicable Ticket Time Limit, however, the Agent is responsible for adhering to ticketing time limits. Circumventing ticketing and fare rules can cause an ADM.

**15. Fees** - The Agent must collect any fees connected to ticket issuance and/or reissue, including, but limited to name change fee, reissuance, rebooking and/or any other applicable fees.

**16. Fictitious Name and Other Speculative Bookings** - The Agent must refrain from holding SAS inventory until a passenger or ticketing opportunity arises. An Agent may use the GDS only when it relates directly to a passenger's request or intention to purchase a ticket. Non-exclusive examples of such bookings include the use of a valid surname followed by initials (e.g., Smith/A/B/C, Chen/A/S/D/F, Anderson/X/Y/Z) and fictitious or celebrity names (e.g., Test/My, Mouse/Mickey, Bond/James). PNR's holding fictitious names are subject to scrutiny and can be cancelled. Entering fictitious names in PNR's is considered misuse, and can cause cancellation of the PNR and an ADM.

**17. GDS Segment fees** - The GDSs charge SAS for almost all booking activity including, without limitation, sell, passive, cancel, waitlist, inactive and schedule change transactions. The Agent has



the responsibility to cancel all unnecessary segments. Neglect of cancelling unwanted seats can cause costs to be debited the Agent via an ADM.

**18. Group Bookings** - Agents must book Group Bookings directly with SAS and may create Passive Segments only for the purposes of ticketing. Standard terms and conditions of Passive Segments apply. Agencies may not create multiple PNRs for the purpose of circumventing the Group Booking definition (when reservation for a group is not confirmed, attempting to secure the required service by requesting this in smaller numbers in individual transactions). Violations of the Group Booking policy may result in booking cancellations, and/or assessment of fees or penalties.

**19. Impossible/Illogical Booking** - Includes, but is not limited to, bookings for the same passenger on concurrent flights that fly in the same time period, on or near the same day; multiple bookings for the same passenger between the same origin/destination; duplicate bookings, or bookings with connections that depart before the arrival of the inbound flight. Impossible/Illogical Bookings are considered misuse.

**20. Inactive Segments** - Changes to itinerary segment status resulting in Inactive Segments or un-used seats require action and inactive segments must be removed from the CRS/GDS PNR. This includes cancelling ticketed or un-ticketed segments with a status code of UN, NO, HX, TL, WK, WL, or WN and removing other inactive segments in the PNR with the status codes such as UC, US and DL. In all cases, the Agent is responsible for promptly working queues. Neglect to cancel inactive segments can cause an ADM.

**21. Interline Ticketing** - The Agent must not validate any ticket on SAS segments if the ticket contains a flight segment(s) on any other airline unless the other airline has a ticketing and baggage agreement with SAS.

**22. Irregularities** – Information about traffic irregularities and relevant policies for rebooking is published on SAS Sales Information [www.sassalesinfo.com](http://www.sassalesinfo.com). The agent must secure that all employees and/or agency entities act according to the information on SAS Sales Information in case of irregularities.

**23. Itinerary Changes** - When a reservation is affected by a schedule change, flight firming, and flight cancellation. SAS sends notification directly to the Agent's GDS queue. This notification communicates the change and directs the booking agent to accept the changes in the PNR, advise the customer, and remove the inactive segment(s). It is the responsibility of the Agent to respond promptly to queue warnings, inform the customer and remove any unwanted or inactive segments from the PNR.

**24. Manually priced fares** - Where automated pricing is possible SAS will not accept manually priced fares. Manually priced documents will be scrutinized, and ADM's may apply.

**25. Manually inserted tickets** - SAS will validate manually inserted ticket numbers, and reserves the right to cancel any reservations holding manually inserted ticket numbers which cannot be verified.



**26. Married Segments** –SAS may provide a level of availability on Married Segments that may differ from the level of availability provided by if the segments were sold separately. An Agent must not separate Married Segments for any purpose nor manipulate the CRS/GDS system to circumvent SAS's Married Segment Control logic. Availability must be requested from point of origin to point of destination in correspondence to the itinerary of the customer. Breakage of “married Segments” is considered an illegal action and an ADM may be forwarded.

**27. Minimum Connecting Time** - The Agent must ensure that the correct minimum connecting time between two segments is followed.

**28. Misuse of City Pair** - When requesting availability on SAS tickets, the availability must be requested from the customer's point of origin to point of destination. If the requested availability does not correspond to the actual travel route and/or class sold, an ADM will be issued. Evidence will be attached to the ADM. Any changes made by you related to the ticket coupon status or PNR will not cancel the ADM. The ADM has been issued due to your intentional attempt to misuse our booking system.

You will find more information about Misuse of City pair in ““SAS ADM policy” and “Origin and Destination O & D – Availability”. Go to [www.sassalesinfo.com](http://www.sassalesinfo.com).

**29. Name Change** - The Agent must secure to collect Name Change Fee according to fare rules where Name Change is not allowed free of charge. Neglect from doing so can cause an ADM covering the applicable fee.

**30. No-Show** – Means a booked passenger where the agent has failed to issue tickets and/or cancel ticketed or un-ticketed reservations in cases where the passenger do not need the reservation anymore. Neglect to cancel un-needed segments/reservations is considered misuse. PNR's holding segments where customer has been no-show are subject to scrutiny and may be cancelled and an ADM may be forwarded.

**31. Non-IATA Agents** – Non-IATA agents will be identified by their pseudo city code in the reservation (PNR). Non-IATA agents must comply with this Reservations, Ticketing and Integrity Policy, and acknowledges this by making reservations on any SAS flight. The agent or office behind the pseudo city code will be held responsible for compliance with this policy. The office responsible for the pseudo city code will be liable for any ADM's.

**32. Passive Segments** - Industry standard practice requires that passive segments are used for the purpose of ticketing only after a booking has been made in an airline's inventory system. Invalid/mismatched passive segments will be rejected and a message sent to the booking agent which will require action at least 24 hours prior to flight departure. SAS do not allow passive segments to be used for other reasons including, but not limited to, satisfying CRS/GDS productivity requirements, to circumvent fare rules or to fulfill administrative functions. Creating a PNR with Passive Segments to issue a client itinerary or invoice is a violation of SAS Reservations, Ticketing and Integrity policy.



**33. Reservation (PNR)** - The Agent is only allowed to make reservation transactions with a specific request from a customer and the reservation has to contain correct and complete information. The use of reservations (PNR's) for any other purposes is considered misuse, and can cause an ADM covering any cost inflicted on the Airline.

**34. Refunds** – Unused or partly used Traffic Documents has to be refunded according to IATA resolutions and applicable fare rules and the Agent must secure that the corresponding reservation is cancelled.

**35. Secure Flight Passenger Data (SFPD) Collection** - The Agent must enter Secure Flight Passenger Data including full name, date of birth, gender, and Redress Number if applicable, for each customer in every PNR as required by authorities. SAS also reserves the right to cancel any reservation not containing SFPD at least 72 hours prior to departure. PNRs created within 72 hours must include SFPD when the PNR is initially booked.

**36. SSR/OSI and Remarks** – The agent must secure that instructions and warnings issued by SAS are auctioned accordingly.

**37. Taxes/Fees** - The Agent must collect, report, and accurately code all taxes, fees and charges/surcharges imposed by the applicable governments, foreign countries or SAS. Taxes are audited and negligence to do so will cause an ADM.

**38. Ticket Numbers** - The Agent must issue and report a valid ticket number for all customers and entire itinerary in a PNR. If not all passengers included in the PNR are ticketed, the Agent must split the PNR and cancel un-ticketed passengers. The Agent may not provide a ticket number that does not match the customer and/or itinerary to circumvent ticketing requirements or to satisfy a Ticket Time Limit. Ticket numbers are scrutinized and misuse of ticket numbers can cause cancellation of PNR and/or ADM. If the customer is not ready to purchase before expiration of the ticketing period, the PNR must be cancelled. Holding inventory beyond the ticketing period is a violation of SAS booking policies and directly harms the airline and other customers by preventing the sale of these seats to customers who are ready to purchase.

**39. Ticket Time Limit** - Date or time deadline required for ticket issuance referring to the applicable Fare Rule of the Fare Basis in the ticket. Negligence of Ticketing Time Limit as it is stated in the applicable fare notes is considered misuse.

**40. Training and Testing** - The Agent can create a test or training PNR only in the training mode of a GDS/CRS provider. Reserving live inventory in SAS reservation system for any training and/or testing purpose is prohibited and the airline reserves the right to recover any costs associated with spoiled inventory.

**41. Voiding Tickets** - When it is necessary to void a ticket the Agent must secure that either a new ticket is issued or that the corresponding reservation is cancelled.



## Definitions - Appendix:

1. **Agency Debit Memo (ADM)** – An invoice issued to an Agent to collect additional money owed to Scandinavian Airlines for ticketing outside the Fare Rules or any other violation of the Reservations, Ticketing & Integrity Policy. ADM will be used to collect reimbursement for loss or additional cost inflicted on Scandinavian Airlines as a result of neglect of this policy.
2. **Billing and Settlement Plan (BSP)** - means the method of providing and issuing Standard Traffic Documents and other accountable forms and of accounting for the issuance of these documents between BSP Airlines on the one hand and Agents on the other. Described in the Passenger Sales Agency rules and in IATA Resolution 850 – Billing and Settlement Plans, and its Attachments.
3. **Churning** – The process of repeated cancelling and rebooking of the same flight segment and inventory class for the same travel dates across one or more PNRs or GDSs including, without limitation, to circumvent or extend ticketing time limits, hold inventory or to meet GDS productivity requirements.
4. **Consolidator/Contractor** – Is an agency which issue tickets on behalf of NON-IATA Travel Agents.
5. **EuroBonus** – Is the Frequent Flyer Program within Scandinavian Airlines.
6. **IATA number** – Means the numeric code allocated and attributed to each Approved Location of an Agent, in accordance with Resolution 822.
7. **Married Segments** – Means that two or more segments are booked together in same input. Availability must always be requested from Point of Origin to Point of Destination to obtain the correct availability for the requested segments.
8. **Non IATA Agents** - A travel agency without IATA accreditation to issue airline tickets, which accesses Scandinavian Airlines's inventory through a CRS/GDS or other electronic means. For the avoidance of doubt, any Agency whose bookings do not contain a valid IATA number will be deemed a Non-IATA Agency. NON-IATA agents must secure that this policy is known to all employees in their agency. Non-IATA agencies will be identified by their Pseudo City Code.
9. **Origin & Destination (O&D)** – Means that the availability taken will correspond to the Origin and Destination of the itinerary.
10. **PNR** - Passenger Name Record.
11. **Pseudo City Code** - The Non-IATA Agency, as well as the IATA Agency, will be identified by the Pseudo city code number in the applicable GDS. It is the responsibility of the Agent to ensure that its GDS provider transmits the correct Approved Industry Designator in its point of sale information.
12. **Ticket** - The record of agreement, including electronic tickets, e.g., "Scandinavian Airlines electronic tickets" or "e-tickets," for the carrier(s) to provide transportation and related services under certain terms and conditions to the passenger named on the ticket in accordance with applicable governing tariffs and regulations.





13. **SAS Salesinformation** – Information concerning products, policies and customers is published on SAS Sales Information. Access is granted by the local Scandinavian Airlines representative. Any changes and/or amendments to this policy will be published here. [www.sassalesinfo.com](http://www.sassalesinfo.com).