

Last updated: November 12, 2018

ANA, All Nippon Airways

Introduction of ANA Booking Policy and revised ADM/ACM Policy

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Please be advised that we will be revised ANA Booking Policy and ADM/ACM Policy accordingly.

1. Effective Date

On November 12 2018 (Mon)

2. Applicable Flights

All NH segments (include International, Domestic, NH marketing flights) booked through GDS/CRS by travel service providers

3. Policy Details

Please refer to the attached documents.

Booking Policy revision points are as follows.

- 1) Add 6. Booking in Sequence
- 2) Add 9. Uncommitted Bookings

ADM/ACM Policy revision points are as follows.

- 1) Add item of improper use of credit card
- 2) Add item in Booking Policy Penalty (Booking in sequence)

4. Notification

We publish the policies as follows.

- 1) DRS (each GDS's information page)
- 2) Upload URL in each countries' BSP Link (only ADM/ACM Policy)

When there are any changes to these policies, we will update the above documents.

5. Inquiry from the travel service provider

As described in each policy

Attachment 1: Booking Policy

Attachment 2: ADM Policy

End of document

ANA Booking Policy

Effective Date : 12 November 2018

General Description

The following ANA Booking Policy ("Policy") has been established to set clear expectations for subscribers concerning the use of a GDS/CRS for reserving, booking and ticketing air transportation on ANA (all NH flights). Enforcing these rules benefits customers as this allows us to offer passengers a greater number of seats while reserving last seat availability for business customers.

GDS/CRS practices that are considered a violation of ANA's policies will be addressed appropriately by issuing of ADM/invoice, cancellation and/or restriction of reservation, and so on. Please review the following that encompasses booking rules, abusive type ticketing practices and fees associated with each.

*Travel Service Providers who issue tickets for other Travel Service Providers should inform all of your partners to comply with this policy.

*As mentioned in IATA resolution, ANA can provide Travel Service Providers with this policy.

IATA Resolution 824, 3.3.1

The Agent is authorized to sell air passenger transportation on the services of the Carrier and on the services of other air carriers as authorized by the Carrier. The sale of air passenger transportation means all activities necessary to provide a passenger with a valid contract of carriage including but not limited to the issuance of a valid Traffic Document and the collection of monies therefore. The Agent is also authorized to sell such ancillary and other services as the Carrier may authorize;

IATA Resolution 824, 3.3.2

All services sold pursuant to this Agreement shall be sold on behalf of the Carrier and in compliance with Carrier's tariffs, conditions of carriage and the written instructions of the Carrier as provided to the Agent. The Agent shall not in any way vary or modify the terms and conditions set forth in any Traffic Document used for services provided by the Carrier, and the Agent shall complete these documents in the manner prescribed by the Carrier;

IATA Resolution 830a, 1

All Agents be reminded that practices such as those listed herein, in other applicable Resolutions, or in Carriers' written instructions, but not limited thereto, violate the governing conditions referred to above. They harm Members' legitimate interests and can accordingly result in action being taken under the provisions of the Sales Agency Rules and Passenger Sales Agency Agreement.

* For any questions, please contact as follows.

TC1: ANA Travel Agency Desk
+1-800-262-2250(US, Canada, Mexico)
or ANA Customer Service Contact Center
+1-310-782-3011

United Kingdom: +44(0)20-8762-8800,
France: 0805-542-467
Belgium: +32(0)2-639-0384
Germany: 0800-724-3798

China: +86-10-8559-9235,
ml_notice_rhcms@ana.co.jp
Hong Kong: +852-2848-4168
Korea: +82(0)2-752-1160
Taiwan: +886(0)2-2521-1989
Thai: +66(0)2-238-5121

Singapore: +65-6228-3298

Vietnam: +84(0)4-3926-2808(Hanoi),
+84(0)8-3821-9612(Ho Chi Minh City)

Indonesia: +62(0)21-5797-4382

Philippines: +63(0)2-553-8000

Malaysia: +60(0)3-2032-1331

Myanmar: +95(0)1-9255-108/122

India: +91(0)22-6147-0787/0737(Mumbai),
+91-124-440-6400(Delhi)

Cambodia: +855-(0)23963617/18

Australia: 1300-107-762

Japan: ANA Support International
+81(0)3-6743-3892

Definitions

1. **Agency**
Debit Memo (ADM) - An invoice issued to a Travel Service Provider to collect additional monies owed to ANA for ticketing outside the Fare Rules or any violation of ANA ADM/Booking Policy.
2. **GDS/CRS**
- Global Distribution System/Computer Reservation System.
3. **Fare**
Rules - Applicable requirements or restrictions associated with a particular fare, including, but not limited to, non-refund ability, Ticket Time Limits, class of service requirements, minimum/maximum stay requirements, or advance purchase ticketing requirements.
4. **I ATA** -
International Air Transport Association.
5. **PNR** -
Passenger Name Record.
6. **Ticket** -
The record of agreement, including electronic 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.
7. **Travel**
Service Provider - Any travel agency, Accredited Subscriber, Non-Accredited Subscriber, Corporate Travel Department, GDS/CRS user, and any other person or entity accessing ANA's internal reservation system via the Internet or any other means.

Policy

1. **Passenger Name**

Customers' full first and last names are required in all bookings. Travel Service Provider should ensure that the customer's name in the reservation matches customer's name as it appears on customer's passport. Title should be also registered.

Travel Service Provider must not make any speculative bookings using fraudulent or fictitious names. Examples of such bookings are a valid surname followed by initials and fictitious or famous names (e.g., JOHNSON/A/B/C, TEST/PNR). When ANA detects speculative bookings using fraudulent or fictitious names, the reservation may be cancelled.

2. **Contact Information**

Travel Service Provider must provide its telephone number, the name of inquiry person and the telephone number of passenger available in the daytime in the PNR. If possible the passenger's local phone contact, mobile phone number and e-mail address should also be registered.

3. **Secure Flight Passenger Data (SFPD)**

To comply with the Transportation Security Administration (TSA) U.S. security programs, the SFPD information must be registered into the PNR 72 hours prior to the departure. PNRs created within 72 hours prior to departure must include SFPD when the PNR is booked.

Failure to provide the data may result in the inability to transport or enter the boarding area.

1) **Applicable Flights**

- Flights departing to/from/within the U.S. (including OAL flights and code-share flights)
- All flights overflying the U.S. as determined by the TSA. * Including U.S domestic flights.

- Codeshare flights operating by all American carriers

2) **Secure Flight Passenger Data (SFPD)**

Full Name / Gender / Date of Birth / Redress Number

4. Fictitious Booking

It is prohibited to make fictitious bookings not directly related to a request from a passenger. Bookings for the quotation, training or to gain GDS/CRS incentives are not permitted under any circumstances.

Travel Service Provider may create a test or training PNR only in the training mode of a GDS/CRS provider.

5. Booking Class

Booking and ticketing must be made in the appropriate booking class and must correspond with a valid fare and fare rule for the complete itinerary.

6. Booking in Sequence

Travel Service Provider must make reservations in sequence according to the passenger's real itinerary. It is prohibited to make speculative/fictitious segment or booking out of sequence because ANA cannot provide a correct level of availability.

7. Married Segment Control

Married Segments are defined as a travel itinerary that contains at least one connection but which is sold as a single origin/destination.

ANA may provide a level of availability on Married Segments that differs from the level of availability provided by ANA if the segments were sold separately. Booking must be made from origin to destination. Travel Service Provider must not separate Married Segments for any purposes nor manipulate the GDS/CRS system to circumvent ANA's Married Segment Control logic. When making changes, Travel Service Providers must cancel the entire origin/destination including connection and rebook the new origin/destination containing the connection.

8. Duplicate Booking

Duplicate Booking is defined as booking more than one reservation for the same passenger traveling on or about the same date to one or more of the different classes or non-flyable flights (such as, LAXNRT and SFONRT) or overlapping time flights, creating another PNR for a passenger when one already exists in ANA's internal reservation system or in a different GDS/CRS.

Travel Service Providers must not create a Duplicate Booking for any reason, or duplicate any reservation booked by another Travel Service Provider or that exists in another GDS/CRS or ANA's internal reservation system. Travel Service Providers are responsible to determine if the customer already made a reservation.

ANA may ask Travel Service Provider to fix any Duplicate Booking. Reservations will automatically be cancelled if Duplicate Bookings are not rectified within the set time limit. Ticketed PNRs and reservations with one or more departed flights are also applicable.

9. Uncommitted Bookings

Uncommitted Bookings are bookings that are not completed with EOT(End of Transaction) but held by the Travel Service Provider.

Travel Service Provider must not hold bookings longer than the average time required for completing reservation. ANA assumes 30 minutes to be the average time for completing reservation.

ANA may terminate sessions of uncommitted bookings exceeding the average time.

10. Cancellation

Travel Service Provider must immediately cancel the reservation and release ANA's inventory if a customer cancels his or her reservation with Travel Service Provider. Travel Service Provider must not re-use the canceled inventory or reservation for another customer, even if the other customer desires the identical itinerary; a new PNR must be created.

11. No Show

No Show is a passenger who fails to cancel the booking by the departure time

Travel Service Provider is responsible for cancelling any ticketed or un-ticketed bookings prior to departure when the passenger will not be traveling.

When ANA detects a No Show, the remaining booking and down-line space may be cancelled.

12. Inactive Segments

Inactive Segments are flight segments within the GDS/CRS PNR with status codes HX, UN, UC and NO.

Changes to itinerary segment status resulting in Inactive Segments requires Travel Service Provider to take action and must be removed from the GDS/CRS PNR at least 24 hours prior to flight departure. This includes cancelling ticketed or un-ticketed segments with a status code of HX, UN, UC and NO.

13. Churning

Churning is an excessive or constant book/cancel activity.

Travel Service Provider must not engage in Churning to circumvent ticketing time limits of the Fare Rules.

14. Ticket Time Limit

Ticket Time Limit is date or time deadline required for ticket issuance as set forth in the applicable Fare Rule and/or Flight Firming Policies.

Travel Service Provider is responsible for issuing a valid ticket within the Ticket Time Limit. Due to automated ticketing deadline control, differences could exist between the fare rule ticketing date and the system generated ticketing deadline message. In these and similar cases, the more restrictive ticketing deadline date applies. Failure to issue ticket by Ticket Time Limit, the reservations will automatically be cancelled.

15. Fictitious Ticketing/Ticket Number

It is prohibited to manually insert a fictitious or previously used ticket number that does not match with the passenger and existing itinerary in the PNR. All PNRs with fictitious or previously used ticket numbers will be cancelled.

16. Passive Segment

Passive Segments are flight segments with different status codes (such as PK, GK) according to GDS/CRS. They are mainly created for issuing tickets for the PNR booked by another GDS/CRS.

Travel Service Providers are prohibited from issuing tickets using passive segments except in certain group bookings.

When Travel Service Providers issue tickets on behalf of other Travel Service Providers (sub-agent), the original live PNR booked by the sub-agent shall be used within the same GDS/CRS.

17. Group Booking

Bookings of 10 or more passengers on the same flight must be made through ANA and handled as a group PNR. Creating individual PNRs to disguise the size or presence of a group is not permitted.

Please contact ANA if you do not know about group PNR.

18. Minimum Connecting Time (MCT)

Minimum connecting times vary between airports. It is required that all connecting flights meet each MCT rule.

19. Queues

Travel Service Provider is responsible for promptly working all queues.

Travel Service Provider is expected to inform passengers of any schedule change, flight cancellation or other exceptional circumstance informed by ANA.

20. Others

ANA reserves the right to expand the above Booking Policy at any time with or without advance notice.

Attachment 2

Agency Debit Memo (ADM) / Agency Credit Memo (ACM) policy of All Nippon Airways

Based on IATA Resolution 850m, we may issue Agency Debit Memo or invoices as following cases.

- 1) ANA collects an administrative fee* for the issuance of ADM.
 - 2) When penalty charge is clearly mentioned, we issue ADMs based on the amount.
 - 3) We may change ADM policy without any advanced announcement.
- *Please refer to the each country's BSPlink for the amount of ADM administrative fee.

1. Fare violations

- a) Incorrect fare application and combinability
- b) Incorrect fare value, net amount and tour code
- c) Incorrect minimum/maximum stay, advanced purchase rules
- d) Incorrect seasonality, flight applications
- e) Incorrect codeshare flights applications
- f) Incorrect stopovers, transfers and surcharges
- g) Incorrect booking class on NH and other airlines
- h) Incorrect Fare Basis
- i) Open or waitlisted sectors (where reservation is required)
- j) Incorrect tour code(JP ONLY)

Item	Contents	Penalty Charge
a)Incorrect Tour code	Penalty will be imposed if you incorrectly input tour code, and there is no discrepancy concerning fares other than Tour code	7,000 JPY Per passenger
b)Tour code omission	Penalty will be imposed if you omit tour code, and there is no discrepancy concerning fares other than Tour code	7,000 JPY Per passenger

2. Commission violations

- a) Incorrect application
- b) Incorrect percentage or amount

3. Taxes/Fees/Charges and Surcharges violations

- a) Incorrect collection of Taxes/Fees/Charges and Surcharges
- b) Missing Taxes/Fees/Charges and Surcharges
- c) Wrongly altered Taxes/Fees/Charges and Surcharges
- d) Already used Taxes/Fees/Charges and Surcharges refunded by mistake

4. Refund violations

- a) Incorrect calculation of refund amount, Taxes/Fees/Charges and Surcharges
- b) Incorrect application of cancellation penalty, refund charge
- c) Incorrect calculation of refunded commission amount
- d) Incorrect form of payment on refunds
- e) Refund after document period expired

5. Exchange violations

- a) Missing or incorrect rebooking fee

6. Mishandling of Schedule changes
 - a) Incorrect ticket exchanges
 - b) Rebooking fee in each schedule changes
7. Incorrect Waiver Authorization Code(WAC)
 - a) Missing input of Waiver Authorization Code(WAC)
 - b) Incorrect application (ticket) of refund charge
 - c) Incorrect application(flight) of refund charge
 - d) Improper use of Waiver Authorization Code(WAC) and false report
8. Improper use of credit card
 - a) When the credit card company applies ANA chargeback with regard to fraudulent use, in addition to the ADM administrative fee, whole sales amount is requested by ADM.
 - b) When the settlement is made with agent's own cards, Virtual Account Numbers (VAN), wholesale cards or any card other than Customer's Card, in addition to the ADM administrative fee, 10% of the sales amount is requested by ADM.
9. Violation of booking policies and penalty charges*

*Please refer to the each country's BSPlink for the amount of Penalty charges.

Japan:

Regarding issuance: ANA Marketing & Sales Planning

FAX:+81-(0)3-6733-4624 email : fare_audit@ana.co.jp

Office hour: Mon.-Fri./9:00-17:30, Sat.Sun.Holidays/Closed

Regarding refund: ANA Business Solutions Co.,Ltd. International Revenue Accounting

Tel:+81-3-3747-0422 email : ml_notice_rfd_info@abc.jp

Office hour: Mon.-Fri./9:00-12:00/13:00-17:30, Sat.Sun.Holidays/Closed

We thank you for taking your time to review our ADM/ACM policy and your continued support of ANA.

November 12, 2018

Items	Contents	Penalty Charge*
a) Secure Flight Passenger Data (SFPD)	Penalty will be imposed if you failed to register SFPD which is obligated to input by Transportation Security Administration (TSA).	per passenger
b) Fictitious Bookings	Penalty will be imposed if you make fictitious bookings.	per passenger, per segment
c) Booking in Sequence	Penalty will be imposed if you make speculative/fictitious segment or booking out of sequence.	per passenger, per segment
d) Married Segment Control	Penalty will be imposed if you intentionally break Married Segment Control Policy.	per passenger, per segment
e) Duplicate Bookings	Penalty will be imposed if you make duplicate bookings for the same passenger and we make a rational decision that they have an impact on our inventory.	per passenger, per segment

f) Inactive Segment	Penalty will be imposed if you failed to remove un-ticketed segments with a status code of HX, UN, UC and NO from the GDS/CRS PNR at least 24 hours prior to flight departure.	per passenger, per segment
g) Churning	Penalty will be imposed if you engage in churning to circumvent or extend the ticketing time limit set forth in the fare rules or flight firming policies.	per passenger, per segment
h) Time Limit Cancel	Penalty will be imposed if you do not issue the tickets according to the applicable ticket time limit set forth in the fare rules or flight firming policies.	per passenger
i) Fictitious Ticketing	Penalty will be imposed if you manually insert a fictitious or previously used ticket number that does not match with passenger and/or existing itinerary in the PNR.	per passenger
j) Passive Segments	Penalty will be imposed if you issue the tickets using passive segments with exception of group ticketing.	per passenger
k) Group Bookings	Penalty will be imposed if you make scattered bookings and reserving 10 or more passengers on the same flight.	per passenger

1. Others for specific markets *(Country code) means applied market/area

- a) Special cancellation penalty, refund charge for group PNR (JP)
- b) No-show charge for group PNR (JP&ID)
- c) Deposit for group PNR (JP, SG & HK)
- d) Settlement of reservation deposit (HK)
- e) 205 issuance without NH sector (US, PH)
- f) Dishonored Draft Ticket (US)
- g) Unreported Sales (US)
- h) Administration Fee (KR)
- i) Incorrect or missing Ticket Designator (US)
- j) Missing Restrictions in Endorsement Box (US)
- k) Commission application for Discount tickets (US, SG, HK, TH, TW& ID)
- l) Refund including waiver code needs to process by BSP (UK)
- m) Need to input conjunction ticket number when collecting penalties by VMPD and EMDs (UK)
- n) "Tax Deduction at Source" collection on commission from agent (IN)
- o) Incorrect Handling Procedure regarding exchange violations (PH)
- p) Incorrect Form of Payment (PH)
- q) Cancellation charge for group (PH)

Agent Credit Memos (ACMs) are applied as following cases.

ANA collects an administrative fee of 3,000JPY for the issuance of ACM.

- 1. Adjustment of cancellation penalty, refund charge
- 2. Adjustment of ADM
- 3. Adjustment of Refunded ticket, Fare / Tax (JP, KR& SG)
- 4. Adjustment of deposit for group PNR (HK)
- 5. Adjustment of incorrect commission (KR& IN)

Disputes

- 1) Dispute period for agents is 15 calendar days from the date of issue. (Including Sat. Sun and Holidays)
- 2) In case of disagreement, the agent is obliged to contact the issuing airline within the dispute period through BSPlink.
- 3) Disputed ADM is not reported to BSP for processing until airline settle within 60 days of receipt.

If you have any further inquiries, please contact as follows;

TC1: ANA Travel Agency Desk Tel: +1-800-262-2250 (US, Canada and Mexico)
Office Hour: Mon.-Fri./6:00-17:30 (Los Angeles)
or ANA Customer Service Contact Center Tel:+1-310-782-3011
Office Hour: Mon.-Fri./5:30-18:00, Sat.Sun.Holidays/5:30-14:00 (Los Angeles)

TC2 & TC3: Please refer to each country's BSPlink.

China: TEL: +86-10-8559-9235 Email: ml_notice_rhcms@ana.co.jp
Office Hour: Mon.-Fri./9:00-17:30, Sat.Sun.Holidays/Closed

