

Notice of the abusive use the Carrier's MOR-UATP 关于停止使用代理人名下的UATP信用卡通知

Recently, there are agents who have made abusive use of AFKL' MOR (Merchant of Record) to issue BSP ticket in Greater China by using unauthorized UATP payment method. Per AFKL ADM policy published as of 1st Jan 2017, usage of AFKL MOR is only allowed for UATP cards (1) that are in the name of the customer for whom the ticket is bought and (2) via an offline sales channel only.

近日，在大中国区市场上有代理未经授权使用代理人名下的UATP信用卡形式支付BSP票，违规使用MoR（航空公司的商户记录）出票。根据法航荷航于2017年1月1日起发布的ADM政策，MOR只允许UATP信用卡用于以下情况：(1)购票客户名下的UATP卡和(2)线下销售。

According to IATA resolutions 890, 896, 812, 812a, in case of abusive use of the Carrier's MOR, the Carrier will be entitled to charge the Travel Agent all credit card costs resulting from the non-authorized, improper or abusive use of Carrier's MOR by the Travel Agent and obtain an appropriate compensation for such misuse, the amount is 3% of the total credit card payment.

法航荷航郑重提示：根据国际航空运输协会890,896,812,812a号决议，航空公司有权向代理人收取未经授权、不当或滥用使用MoR所产生的所有信用卡费用，金额为信用卡支付总额的3%。

Air France and KLM reminds all agents to avoid such risks. In the event of such violations, the ticketing agent will receive an ADM as per valid ADM policy.

法航荷航提醒代理人规避风险，若发生上述违规行为，根据ADM政策，出票代理人将会收到由法航荷航总部直接发出的ADM单。

Please find the below ADM conditions which may be visited at WWW.AGENTCONNECT.BIZ.

此ADM条款详情，可查询法航荷航代理人服务网 WWW.AGENTCONNECT.BIZ .

Sales Department of Air France & KLM Greater China
法航荷航大中国区销售部

2019.05.21

Annex

附录

3.4.2 Use of AIR FRANCE KLM Merchant of Record (MOR)

According to IATA resolutions 890, 896, 812, 812a the use of the carriers' Merchant of Record (MOR) is **only** allowed for sales using Customer Cards on any offline (i.e. not an internet transaction) sales channel.

For the avoidance of doubt the following is not allowed:

- Use of carrier MOR for internet sales (IATA resolution 890 4.1.2)
- Use of carrier MOR for any alternative payment method regardless of the sales channel

For the avoidance of doubt, "Customer Card" means a physical payment card or a one-time use or fixed account number that is issued in the name of the customer purchasing passenger air transportation or ancillary services and/or who is responsible for settling the transactions with the entity that has issued the card, excluding a card issued in the name of the Agent or any person acting on behalf of the Agent, or any of the Agent's contracted subscribers.

In case of abusive use of the Carrier's MOR, the Carrier will be entitled to charge the Travel Agent all credit card costs resulting from the non-authorized, improper or abusive use of Carrier's MOR by the Travel Agent and obtain an appropriate compensation for such misuse. Additionally, in the event of repeated malpractices, Carriers may take any measures to prevent the continued unauthorized use of the MOR by withdrawing from the Travel Agent the authority to issue Traffic Documents on the Carrier's behalf in accordance with IATA Reso.824

The Travel Agent shall not apply credit card surcharges when issuing Carrier Fares in countries where such surcharges are prohibited. However, in countries where such credit card surcharges are allowable, the Travel Agent shall fully comply with the Payment Service Directive (EU) 2015/2366 and all related national laws.

In case of violations AFKL will raise an ADM of 3% of the amount paid with the credit card to recover the credit card commission incurred on travel agent's behalf.