

**To: All GDS**

## **ADM for Unproductive Bookings**

*This is to inform that with effect 1st January 2020, Royal Brunei Airlines will resume sending of Agency Debit Memo (ADM) for what we consider as booking abuses.*

*Booking abuses include, but not limited to:*

- Un-cleared HX/NO/UC/NC segments*
- Fictitious or speculative bookings for the purpose of holding inventory*
- Unproductive use of passive segments*
- Booking in a higher RBD and ticketing in a lower RBD*

*Kindly refer to **Appendix A** on *Royal Brunei Policy*.*

Royal Brunei Airlines reserve the right to ADM the agent in accordance with IATA Resolution 850m. For non IATA agents, Royal Brunei will serve a direct ADM. Each Debit Memo carries a USD 10.00 administration fee.

This notice shall be valid for the period, until the instruction is reviewed or superseded by new updates of rules and regulations issued by respective authority or the department by means of an email, circular, memo or letter.

Kindly disseminate the information to all relevant parties.

**END OF NOTICE**

**Issued by Customer Service – Training & Standard Procedure**

## Appendix A

### Royal Brunei Reservation Policy

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#### Reservations

- Reservations must contain the full First and last name of the passenger.
- Passengers own email and phone details are to be inserted in the contact fields. This is for the airline to contact passengers to advise them in times of flight disruption  
*(The airline reserves the right to pass the cost of re-accommodation for the passenger to the agent if it cannot contact the passenger due to the absence of contact details)*
- Duplicate PNR's in your GDS or in Airlines Reservations Systems are not allowed.
- Excessive cancelled and rebooked segments is not allowed
- The practice of booking a seat (inventory) for the sole purpose of securing a visa, or passport, with no intent to travel on the seat booked is not allowed

- A PNR for a passenger (active segments) may not be created in one GDS with the intention to drive tickets (passive segments) for the same passenger in another GDS, if this can be avoided
- Do not create PNR's which contain:
  - Fictitious passenger names.
  - Booking classes that do not match the fare quote.
  - Mixed booking classes for protections.
  - Duplicate segments.
  - More than one waitlisted segment.

### Queue Handling

- Queue service/action are to be done on a daily basis
- Always cancel all segments in a PNR, which have the following **STATUS CODES: HX, UC, US, UN and NO**. These segments must be cancelled with a **XX, XK or DL**, at **NOT** less than 24 hours before the departure (segment date).

*Entries to cancel these "dead" segments might differ by GDS. Failure to do so will generate significant additional GDS cost which the airline will pass on to the agent.*

### Fare Quote

- All PNR's created must be Fare Quoted.

- Do not create a “live” PNR for a Fare Quote if the passenger has no intention to travel yet. Blocking inventory for the sole purpose of a fare quote is not allowed. Instead use entries available in your GDS without creating a PNR.

*For example: FQP in Amadeus, or Quote a Fare without an “End of Transaction”.*

### Ticketing

- If an agent does not issue ticket within the time limit specified in the fare rule, an agent shall immediately cancel the reservation and release such cancelled inventory. The airline employs automated ticketing time limit, which will cancel the itinerary if not ticketed by TTL. This results in a HX segment which the agent is expected to clear.
- Only IATA, or ARC agents may issue tickets and may create passive segments in a PNR for the purpose of ticketing.
- Agents subscribed to multiple GDS's must issue tickets in the same GDS in which the booking (active segments) was made to avoid creating passive segments.

*For example: when tickets are issued by an IATA agent for NON IATA, NON ARC affiliated, or sub agents)*

- *Passive segments may not be created to bypass fare restrictions.*
- *If applicable, use the following passive segment STATUS CODE:*

<i>GDS</i>	<i>Status Code</i>
<i>Abacus</i>	<i>GK</i>
<i>Amadeus</i>	<i>PK</i>
<i>Apollo / Galileo</i>	<i>BK,GK,AK</i>
<i>Axess</i>	<i>QK</i>
<i>Infini</i>	<i>GK</i>
<i>Sabre</i>	<i>BK,GK</i>
<i>TravelSky</i>	<i>PK</i>
<i>Worldspan</i>	<i>MK</i>

### *Administrative Bookings*

- *Agents using a GDS that charge airlines for non-ticketed passive segments must use non-billable status codes when entering segments for the purpose other than for ticketing.*
- *For example:*

<i>GDS</i>	<i>Status Code</i>
<i>Sabre</i>	<i>YK</i>
<i>Worldspan</i>	<i>TVL</i>
<i>Amadeus</i>	<i>GK</i>

### Training

- Do not allow staff reservations / ticketing training in “live” PNR’s as valuable inventory (seats) will be blocked. Ensure that you create training and TEST PNR’s only in a “Training Mode” of your GDS.

### Agency Debit Memo

- Debit memos will be sent via BSP or BSP Link to IATA agents.
- Direct ticketing, non-IATA agents will be served a direct ADM.
- Every Debit Memo will include a USD 10.00 administration fee