

为了有效运用机位销售及正确完成订位和票务作业，请各位旅游同业务必遵守以下的订位票务规范。如果未能遵守下列的规范，长荣航空/立荣航空将开立 ADM 予旅游同业收取系统不当订位手续费及作业处理手续费。

1. 订位规范

- 1.1. 不可利用虚假旅客数据，大量建立虚假旅客订位纪录。
- 1.2. 依旅客实际需求订位，请勿重复订位、订立多组候补机位，或以任何方式占用机位。
- 1.3. 请勿使用正式环境进行教育训练。请务必于训练环境中进行教育训练并于教育训练结束后，取消所有订位记录及电子机票。
 - 1.4. 订位/开票前请再次确认旅客的正确英文姓名。
 - 1.5. 虚拟航段（如 GK,PK）仅供开票用途使用。
- 1.6. 请于航班起飞前 24 小时，取消任何不必要航段（如：open segment、passive segment 等）及候补航段，并移除 HX/NO/UN/UC/GK/PK/DS/YK 航段。不配合者，本公司将收取系统不当订位手续费，每位旅客每航段 TWD 300 或 USD10，且每开立 1 张 ADM，长荣航空/立荣航空将收取 TWD150 或 USD5 作业处理手续费。各地区 BSP 如有其他作业手续费则需另外收取。
- 1.7. 请确认订位舱等的正确性并确认 GDS 端订位记录的内容与航空公司相同。
- 1.8. 请于订位记录以 SSR CTCE/CTCM 注记旅客正确的 Email 或手机号码，以利航空公司于航班异动/取消时可自动传送相关讯息给旅客。
- 1.9. 连结航段（Married Segment）订位的可售机位与分开航段的可售机位等级不同；连结航段必须同时订位，不可为了取得机位而操弄订位系统，分开航段订位；如有违反，针对已开票 PNR，长荣航空/立荣航空保留取消 PNR 权利，另将开立 ADM（或 invoice/MCO 等）予出票之旅行社收取每位旅客每一航段罚金 USD200（PNR 中所有长荣航空与立荣航空航段），并补足至该订位舱等（cabin）之最高票面价差额。

1.10. 每日需确实清理 Queue 信箱,处理航空公司通知的讯息并实时通知旅客。

2. 开票规范

- 2.1. 使用相同 GDS 进行订位、开立电子机票/电子杂项交换券、报票号。
- 2.2. 有效的电子机票需经由自动开票或行程异动后连结机票(revalidate),由 GDS 系统自动传送机票信息予航空公司。航空公司不接受使用假票号或已使用的票号。若采用假票号或已使用的票号,相关行程将予以取消,旅行社需负担旅客因行程被取消而要求的赔偿。
- 2.3. 严禁以开票又作废机票方式规避票限,若原票已作废或退票,又未开立新票者,请取消 PNR 中相关行程。
- 2.4. 若有效订位记录非开票旅行社所订立,请于开票前再次确认有效订位记录的内容。

The aim of EVA/UNI AIR Reservation Policy is to provide quality reservation and ticketing services to its various travel agencies by improving the accuracy of availability and eliminating avoidable nonproductive distribution system costs.

All GDS subscribers are obliged to comply with these guidelines. If fail to comply, An ADM might be issued to travel agencies to collect inappropriate reservation handling fee and ADM handling fee.

1. Booking Policy

- 1.1. Abusive booking practices are strictly prohibited. It is prohibited to make speculative bookings not directly related to a request from a passenger.
- 1.2. The creation of duplicate bookings is prohibited. This includes itineraries for the same passenger that cannot be logically flown, identical itineraries or not, duplicate bookings in different GDSs , duplicate confirmed segments in the same PNR and several waitlist itinerary.
- 1.3. Do not use the live booking as training. For new staff, training should be done in GDS training mode. All PNRs created under training mode should be cancelled / removed once training is completed.

- 1.4. The full name, surname and given name, of passenger must be used in the PNR name element.
- 1.5. Passive bookings (eg. GK,PK) should only be used for ticketing purposes.
- 1.6. Those inactive segments (such as open, passive, waitlist, HX, NO,UN,UC,GK,PK,DS and YK status) must be removed at least 24 hours before departure. A TWD300/USD10 charge per passenger per segment will be levied if fail to comply, and each ADM will be charged a TWD150/USD5 handling fee. An additional BSP handling fee may be applied depends on your local BSP practices.
- 1.7. Make sure the PNR information align between GDS and EVA/UNI AIR reservation system and the booking class corresponded with a valid fare and fare rule for the complete itinerary.
- 1.8. Provide passengers' local contact information such as email or mobile numbers via SSR CTCE/CTCM in case of flight schedule change and cancellation.
- 1.9. Married segments may be offered at a different level of availability than if the segments were sold separately. Married segments may not be separated by violating or manipulating GDS system in order to circumvent Married Segment control. If fail, for the ticketed abusive cases, EVA/UNI AIR reserves the right to

cancel whole PNR. An ADM (or invoice/MCO...) of USD200 per segment (all BR/B7 segments included) and fare difference between the highest Published fare and original ticketed fare will be issued to ticketing agents for each passenger.

1.10. Agents are responsible for managing to work their queue flow and take necessary action on time.

2. Ticketing Policy

2.1. Always use the same GDS system to book an itinerary, issue ticket, and report ticket number.

2.2. Making an amendment to a booking that has previously been issued as an e-ticket without either revalidating or reissuing, as applicable, is prohibited. The ticket shall reflect the new itinerary. All PNRs with fictitious or previously used tickets will be cancelled and agents should be responsible for any resulting claims by passengers.

2.3. It is prohibited to issue and immediately void a ticket to circumvent the ticketing requirement. If a ticket is voided and a new ticket is not issued immediately all related segments must be cancelled in the PNR.

2.4. Verify the PNR before ticketing if PNRs are not created by the ticketing travel agency.