



HKGSSU 20-025/GI
13OCT2020

To: All BSP Agents

Subject: Revision of Agency Debit Memo Policy and Booking policy for Travel Agents in
BSP Hong Kong/Macao

In accordance to IATA Resolution 850m, Japan Airlines (JAL) hereby revises its Agency Debit Memo (ADM) Policy to be applied in BSP Hong Kong/Macao.

Revised ADM policy will be posted on BSP link and effective from 15OCT2020.

Details

1. General

JAL will raise ADMs to collect amounts or make adjustments to agent transactions in respect of the issuance with JL plate (131) and use of BSP Standard Traffic Documents in ticketing/EMD, reissues and refunds in accordance with IATA Resolution 850m. When penalty charge is clearly mentioned, we issue ADMs based on the amount.

2. Scope

For ticket issuance, revalidation, reissue, refund and EMD issuance, refund with automated and/or manual fare quotes of all fare elements for published and private fares validated on JL. The scope covers but is not limited to;

- Fuel surcharges
- Taxes and/or any government or local authority charges
- Change fees, Cancellation charge and/or applicable charges stated as part of the ticketing conditions or specifically informed by JAL.
- Charge back cases or using unauthorized Credit Card defined on IATA Resolution 890
- Newly created PNRs or updated PNRs
- Commission: Ensuring correct commission or recall commission has been applied correctly.

3. Violation of ticketing and refunds

JAL will issue ADM and claim the amount mentioned as penalty charge for following violations, in addition to fare difference.

Item	Description	Penalty Charge
Required ticket fields	For missing required inputs such as Endorsement box, conjunction ticket number, the original ticket number, etc.	USD50 Per passenger
Tour code	For missing/incorrect/invalid Tour Code.	USD50 Per passenger



Ticketing Method	For not applying the ticketing method specified by Ticketing Instruction or fare rule.	USD50 Per passenger
Inappropriate Use of JAL Validation	For usage of 131 CIP when JL is not included in the itinerary	USD50 Per passenger
Incorrect Carrier use	For including carriers when the fare rule/ticketing instruction does not allow	USD50 Per passenger
Ticketing Incomplete Itinerary	For issuing with WL or open segments when the ticketing instruction and/or fare rule does not allow.	USD50 Per passenger
Abusive or Fraudulent Ticketing	For disregarding fare rules/JAL ticketing instruction such as using incorrect class or different class from the PNR, WL sector as HK, hidden city, beyond-destination and cross border, etc.	USD50 Per passenger
Ticketing Passive Segments	For issuing passive segments not substantiated by the corresponding active segments.	USD50 Per passenger
Unacceptable Credit Card	For charge back cases due to fraud use of Credit Card by a third person or using unacceptable Credit Card.	USD50 Per passenger
Ticketing by Unacceptable Payment Method Against JAL Payment Policy	For using agents own card or any physical cards, virtual cards and Virtual account numbers issued in the name of the Travel Agent or someone acting on behalf of the Travel Agent.	Presented each time
Registration of Fictitious Ticket Number	For manually inserting a fictitious or previously used ticket number that does not match with passenger and/or existing itinerary in the PNR.	USD50 Per passenger
Stopover Violation	For deviating from the allowed number of stopovers or for the stopover without paying charges.	USD50 Per passenger
<u>Ticketing Outside the Booking Country</u>	<u>For ticketing willfully conducted in a country other than that of the booking in order to avoid Airline's control such as availability, fees and so on.</u>	<u>USD50</u> <u>Per passenger</u>
<u>Refunds</u>	<u>For refunds with incorrect amount of fare, tax, surcharge, cancellation charge or recall commission or for refund by incorrect method or beyond valid period.</u>	<u>USD50</u> <u>Per passenger</u>
<u>Incorrect Use of Waiver Code</u>	<u>For refunding inapplicable tickets with waiver code or for refunding without waiver code.</u>	<u>USD50</u> <u>Per passenger</u>



4. Violation of booking

When the corresponding action is detected, ADM will be issued according to the amount specified for each item.

Item	JAL Booking policy	Description	Penalty Charge
Duplicate Bookings	Article 1	For booking multiple seats on the same or conflicting flights on single or multiple PNRs for a same passenger.	USD50 Per segment/per passenger
Cancellation of Booking Before Departure	Article 2	For failure of use the reserved flight without advance change or cancellation.	USD50 Per segment/per passenger
Invalid Name Change	Article 3	For changing/correcting passenger name field.	USD50 Per segment/per passenger
Churning	Article 4	For repeatedly cancelling/booking same itinerary in the same or different classes on one or more PNRs without ticketing by ticketing time limits.	USD50 Per segment/per passenger
Married Segment Control Violation	Article 5	For intentionally breaking Married Segment Control	Difference in fare between the highest applicable normal published fare of the applicable cabin and the fare collected. Per segment/per passenger
Fraudulent Manipulation of Point of Commencement (POC violation)	Article 6	For creating segments not in the right booking sequence	USD500 Per segment/per passenger
<u>Fraudulent Manipulation of Booking Locale (POS violation)</u>	<u>Article 7</u>	<u>For booking willfully conducted from a country other than where the journey begins, with the intention of securing seats, etc.</u>	<u>Difference in fare between the highest applicable normal published fare of the applicable cabin and the fare collected.</u> <u>Per segment/per passenger</u>
Booking Class Fraud	Article 8	For not issuing in booking class specified by the fare, or for issuing in different booking class than the PNR.	USD50 Per segment/per passenger
Fictitious Booking	Article 9	For fictitious bookings.	USD50 Per segment/per passenger
Scatter booking	Article 10	For making group bookings which have same itinerary in multiple PNRs	USD50 Per segment/per passenger
Secure Flight Passenger Data	Article 12	For failure to register SFPD required by country of travel.	USD50 Per segment/per passenger
Disregarding Cabotage	Article 14	For disregarding the cabotage rule issued by each government	Presented each time



Discarding Unused Segments	Article 15	For failure to remove non-ticketed unused segments (HK,TK,KK,HX,UN,UC,NO,etc.) more than 24 hours prior to flight departure	USD50 Per segment/per passenger
<u>Discarding Passive Segments Not Used for Ticketing</u>	<u>Article 16</u>	<u>For failure to remove passive segments (GK,YK,DS etc.) not used for ticketing more than 24 hours prior to flight departure</u>	<u>USD50 Per segment/per passenger</u>
<u>PNR Claim</u>	<u>Article 19</u>	<u>For processing PNR claim which is not approved by JAL.</u>	<u>USD50 Per segment/per passenger</u>

5. Processing of ADMs and Opposition Procedure

• JAL will charge USD50 per ticket as administration fee unless penalty charge is clearly mentioned.

- BSP Link is exclusive medium through which ADMs must be billed and disputed.
- ADMs will be issued through BSP Link within 9 months of final travel date or refund date of the related STDs. For those beyond 9 months, ADMs will be issued manually out of BSP Link.
- JAL will provide specific details as to why the ADM is raised.
- In accordance with IATA Resolution 850m, agent shall dispute an ADM through BSP Link within 15 days (Including Saturday, Sunday and holidays) from the issued date of ADM.
- All disputes must be addressed and submitted with detailed information including supporting documents.
- JAL will reply within 60 days via BSP Link stating acceptance or denial of the dispute with clear explanation.
- Disputed ADMs will not be settled through BSP during the review.
- If the dispute is rejected, the ADM will be included in the next available billing.
- When there are no disputes concerning the ADM, it will be sent to the IATA Data Processing Center (DPC) 15 days after the issue date and settled.

6. Governing law

- The contents are to be interpreted by the law in conformity with Japanese law.



JAL Booking Policy for international sectors

Japan Airlines has established JAL Booking Policy to offer passengers a greater number of seats. We appreciate your observance of our policy for reserving, booking or ticketing air transportation on all JAL group flights. JAL establishes this policy based on IATA resolution: 824,3.3.1, 824,3.3.2 and 830a. For GDS/CRS/NDC practices that are considered a violation, JAL reserves the right to issue ADMs and charge penalties to IATA ticketing agencies, demand compensation for damages due to abusive bookings to non-IATA agencies, cancel all abusive bookings and cease any agencies access to view, book and do ticketing through GDS/NDC terminals IATA ticketing agencies are responsible to manage/supervise their sub-non-IATA agencies for not violating booking policies and are subject to receive ADM for their sub-non-IATA agencies' misconduct. This Booking policy is valid from OCT 15, 2020 until further notice.

Details

Article 1: Duplicate Bookings

Please do not make duplicate bookings for the same passenger. A duplicate booking is defined as: when multiple conflicting itinerary reservations with impossible connections have been made for a single passenger. The following are considered to be duplicate bookings:

- (1) Same section of routes on the same day are reserved
- (2) Same section of routes on dates in close proximity to each other are reserved
- (3) Different section of routes on the same date are reserved
- (4) It is reasonably considered that the Passenger cannot use all of the seats reserved.

Article 2: Cancellation of Booking Before Departure

Change/Cancellation must be made before the departure of the flight being changed/cancelled. On-ward sectors of No Show PNR may be cancelled by JAL.

(This is regardless of whether or not a ticket has been issued.)

Article 3: Invalid Name change

Passenger name should be same as per Passport name. As a general rule, the name cannot be changed after creating a reservation. Also, the passenger name cannot be changed to that of a third party.

Article 4: Churning

Avoid repeatedly cancelling and rebooking the same itinerary to circumvent the ticket time limit or for any other reason

**Article 5: Married Segment Control Violation**

Please do not willfully split or dissolve O&D itineraries linked by Married Segment Control (defined by IATA 1777.1.1.2).

- All reservation, fare calculation and issuance of ticket needs to be done as unit of O&D itinerary
- In case of changing the itinerary (adding or cancellation of segment), cancel all O&D itinerary and re-book the new O&D itinerary.
- In case of detecting Married Segment Control violation, we will require cancellation of the booking or instruct for rebooking in correct ways. Please also be aware that measures may be taken to stop future bookings.

Article 6: Fraudulent Manipulation of Point of Commencement (POC violation)

Creation of segment (s) not in the right booking sequence as per the journey passenger intends to travel, with the intention to circumvent to obtain seats in which may have not been available when the same was requested.

Article 7: Fraudulent Manipulation of Booking Locale (POS violation)

Please do not willfully make reservations in a country that differs from the country of commencement of travel with the intention of securing seats, etc.

Article 8: Incorrect Usage of 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.

Article 9: Fictitious Bookings

Please make reservations under the name of the actual passenger who will be boarding the flight. Agencies can create a test or training PNR only in the training mode of a GDS provider. Creating any fictitious bookings including testing or training bookings other than in training mode of a GDS is not permitted.

Article 10: Scattered Booking

Please do not create individual reservations to secure seats by splitting the PNR for groups of more than 10 with the same itinerary.

Bookings of 10 or more passengers on the same flight must be created in the same group PNR.

Article 11: Ensure to input Passenger contact

Travel agency must provide its phone number, the name of inquiry person, the passenger contactable phone number or Email and also local contact number.

**Article 12: Ensure to input Secure Flight Passenger Data**

SFPD is required by the government depending on the destination. Please input SFPD into the PNR by the deadline.

Article 13: Required minimum connecting times

We do not accept reservations for itineraries that do not satisfy minimum connecting times of each airline.

Article 14: Disregarding Cabotage

There is a restriction for domestic flight carriage between 2 cities within same nation by each nation policy. Creating bookings disregarding Cabotage is not permitted.

Article 15: Discarding Unused Segments

Please cancel any segments that will remain non-ticketed and unused (HK,TK,KK,HX,UN,UC,NO,etc.) more than 24 hours before departure.

Article 16: Discarding Passive Segments not Used for Ticketing

Please remove passive segments (GK,YK,DS, etc.) not used for ticketing more than 24hours before departure.

Article 17: Thorough Confirmation of Change Message Notifications from JAL

Please check the Q Box for messages from JAL or messages sent from NDC providers immediately, and take appropriate action.

Article 18: Multiple GDS

Please book and ticket passenger itineraries in the same GDS or in the same NDC providers.

Article 19: PNR Claim

Please do not process PNR claim which is not approved by JAL in order to change the PNR owner.

We appreciate your understanding and cooperation.
Thank you for your kind attention.

Passenger Sales & Marketing
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