

长荣航空/立荣航空GDS订位票务规范

长荣航空/立荣航空为有效控管机位销售及避免其他旅游同业销售权益受损,自 2021 年 2 月 1 日起修订长荣航空/立荣航空 GDS 订位票务规范,针对违反下述订位票务规范之不当订位旅行社开立 ADM,收取系统不当订位费、ADM 手续费及票价差额,敬请各位旅游同业务必遵守相关规范。

1. 订位票务规范

严禁以任何下列「不当订位」行为(包含但不仅限于)取得机位,相关说明如下:

(1) 违反 O&D 链接航段规则(MSC Break)

长荣航空/立荣航空根据每个起讫航点提供可售机位,订位时无论是否包含外家航空行程均须符合完整起讫点可售机位查询,不得以任何方式违反。订位过程中请务必遵守 O&D 链接航段规则(Married Segment Control, MSC),任何于 EOT 前试图以分开预订或部分取消取得较低舱等之行为皆视为不当订位。

(2) 滥用 POS 不当取得机位(POS Availability Abuse)

长荣航空/立荣航空根据市场销售机制提供可售机位,任何为了取得较低舱等机位而恶意更改 POS 或刻意于出发国以外国家订位都将视同不当订位。

(3) 未移除无效/虚拟/候补航段(Inactive segments/Passive segments/Waitlisted segments)

最迟须于航班起飞前 24 小时移除无效航段及候补航段,包括(但不限于)HX/NO/UN/UC/US/GK/PK/DS/YK/HL 等。

(4) 使用假名/测试代号虚占订位(Fictitious bookings)

请依旅客实际需求订位,勿使用任何虚拟乘客姓名订位,无论意图为虚占机位或用于教育训练测试都将视为不当订位。

(5) 重复订位(Duplicate bookings)

请勿为同一位旅客预订重复或不合逻辑行程,包含但不限于预订多段不同舱等、同日期或相近日期区间相冲突航班等。长荣航空/立荣航空将于自动侦测违规行为后取消任一重复行程。

(6) 订位后未开票且未登机(Un-ticketed No Show)

请于航班起飞 3 小时前取消未开票订位,如违反而造成相关损失者将被收取不当订位费用。

(7) 规避票限 (Time Limit Abuse)

严禁以任何方式规避票限，机票更改(作废/退票/更改日期)均需确认原订位纪录中相关行程已取消。

2. 「不当订位」费用收取

针对上述第 1 项列举之「不当订位」行为(包含但不限于)，依据 IATA RESO 830a 、 850m 等相关规范，长荣航空/立荣航空将开立 ADM 收取系统不当订位费、ADM 手续费及票价差额，无论开票与否。任何违反订位票务规范之行为将导致行程被取消，违规旅行社需自行承担旅客后续求偿。屡犯或情节重大将禁止此订位旅行社日后预订长荣航空/立荣航空机位权利。

违规级别	适用项目	系统不当订位费与票价差额
一级违规	(1) 违反 O&D 链接航段规则(MSC Break) (2) 滥用 POS 不当取得机位(POS Availability Abuse)	· 每人每航段 USD 50 或当地等值货币 · 补足该舱等(cabin)最高订位舱等票价
二级违规	(6) 订位后未开票且未登机 (Un-ticketed No Show)	每人每航段 USD 50 或当地等值货币
三级违规	(3) 未移除无效/虚拟/候补航段 (Inactive segments/ Passive segments/ Waitlisted segments) ● 屡次违反其他不当订位事项	每人每航段 USD 10 或当地等值货币

*以上每张 ADM 将依据「长荣航空/立荣航空旅行社 ADM 政策」另外收取 ADM 手续费

3. 其他订位票务注意事项

- (1) 请勿反复订位(churning)，于同一订位纪录中反复订位将导致更严格之开票期限。
- (2) 请随时检视 Queue 信箱以免遗漏任何信息，包括行程异动、机位确认与票限通知等等。
- (3) 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。
- (4) 请使用相同订位系统进行订位、开立电子机票/电子杂项交换券、报票号。

若对此政策或费用有任何疑问请洽各地长荣航空办事处。

长荣及立荣航空期许各位旅行同业共同遵守相关规范以创造共赢与永续经营，感谢您的支持与爱护。

EVA AIR/UNI AIR GDS Booking and Ticketing Policy

In order to manage the seat revenue efficiently and prevent the potential loss of sales opportunities for other travel agents, effective from February 1st, 2021, ADM will be raised to the Agent who has violated our GDS Booking and Ticketing Policy to collect an Improper Booking Fee, ADM Administration Fee and fare difference. We expect all your cooperation in adhering to these policies.

1. Booking and Ticketing Policy

Any Improper Bookings listed herein, but not limited, is prohibited.

(1) Manipulation for O&D availability and Married Segment Control (MSC Break)

EVA AIR/UNI AIR provide availability based on Origin & Destination (hereinafter called O&D). Full O&D availability display is required irrespective of whether a reservation involves other airline flights. It is prohibited to manipulate the system violating O&D availability display. Always follow O&D Married Segments Control (MSC) during booking process. Bookings through any manipulations, including separate booking or partial cancelling, before or after EOT to obtain lower fare RBD would be considered fraudulent or abusive booking.

(2) POS Availability Abuse

EVA AIR/UNI AIR provides availability according to different market. Any malicious change of POS or deliberate reservation in a country other than the country of departure in order to obtain a lower fare RBD would be considered a non-compliant booking.

(3) Failure to remove Inactive segments/Passive segments/Waitlisted segments

Cancel and remove any Inactive segments, Passive segments or Waitlisted segments at least 24 hours before flight departure. These status codes include, but are not limited to, HX, NO, UN, UC, GK, PK, DS, YK, HL.

(4) Fictitious bookings(Fictitious name, testing PNR)

Reservation should be made based on a request from a passenger's intent for travel. Any fictitious booking will be regarded as a non-compliant booking regardless of the purpose is for training reasons or intended seat-occupying.

(5) Duplicate bookings

Do not create duplicate or illogical bookings for the same passenger. This includes, but is not limited to, duplicate bookings on different RBD, or concurrent flights on or near the same day. BR/B7 will automatically detect the abnormal and take action to cancel any of duplicates.

(6) Un-ticketed No Show

Please cancel any un-ticketed bookings at least 3 hours before flight departure. Un-ticketed segments which result in no-show may incur a fee.

(7) Time Limit Abuse

It is strictly prohibited to manipulate Time Limit by any practice. The original itinerary should be cancelled when ticket is voided, refunded or revalidated.

2. Fees and Fare Difference for Improper Booking

All non-compliant practices listed above, including but not limited, will incur an Improper Booking Fee, ADM Administration Fee and fare difference based on IATA RESO 830a, 850m regardless of whether the ticket is issued or not. Such manipulations will also lead to cancellation of the PNR. The booking/ticketing Agent should take full responsibility for customer's lost. For practices that violate this policy frequently or seriously, EVA AIR/UNI AIR will inhibit the Agent to access to inventory.

Violation Levels	Applicable	Improper Booking Fee / Fare Difference
First degree	(1) MSC Break (2) POS Availability Abuse	• USD 50 or equivalent local currency per passenger, per segment • Fare difference to the highest Published fare of the cabin
Second degree	(6)Un-ticketed No Show	USD 50 or equivalent local currency per passenger, per segment
Third degree	(3) Failure to remove Inactive segments/ Passive segments/ Waitlisted segments ● Repeated violations of other improper bookings	USD 10 or equivalent local currency per passenger, per segment

**An additional ADM Administration Fee per ADM will be collected according to EVA Airways/UNI Airways Agency Debit Memo (ADM) Policy.

3. Other Notices

- (1) Avoid excessive or constant book and cancel practice, known as “churning”. This action might result in a stricter Time Limit.
- (2) Agents are responsible for handling queue promptly to ensure grasping all information on time. The message includes any segment status change, confirmation or Time Limit notice.
- (3) Agents must provide passengers' local contact information such as email or mobile numbers via SSR CTCE/CTCM in case of flight schedule change and cancellation.
- (4) Always use the same GDS system to book an itinerary, issue ticket, and report ticket number.

If any further clarifications related to the policy or ADM are required, the Agents may contact our BR/B7 Local Office.

EVA AIR/UNI AIR hereby request all Travel Agencies to make every effort to comply with these policy guidelines to achieve a win-win and sustainable management. We thank you for your continued support of EVA AIR and UNI AIR.