

## EVA NEWSFLASH

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Subject : GDS Reservation Policy and Passive Bookings Handling Guidelines



# GDS Reservation Policy and Passive Bookings Handling Guidelines

Dear Agent,

EVA Air would like to announce the following GDS Reservation Policy and Passive Bookings Handling Guidelines.

For any tickets with a travel date on/after 01JUL20, in order to well manage the GDS distribution costs, **EVA Air will levy applicable inappropriate reservation fees and handling charges** to the agent who do not remove passive, inactive or non-productive segments from a PNR **at least 24 hours prior to departure**. All GDS subscribers are obliged to comply with these guidelines and a failure to do so this will result into an issue of ADM.

The aim of this policy is to provide better reservation and ticketing services by improving the accuracy of availability and eliminating avoidable non-productive distribution system costs.

### 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 live bookings for training purposes. For new staff, training should be done in GDS training mode. All PNRs created under training mode should be cancelled / removed once the 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/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/USDS 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 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 a ticket number.
- 2.2. Making an amendment on 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.

\*\*EVA Air would like to thank you for your understanding and assistance.  
For any assistance please call :