



EVA NEWSFLASH

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Subject: The EVA Air GDS Reservation Policy Guideline

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Dear Agent,

Please be advised EVA Air / UNI Air **The EVA Air GDS Reservation Policy** have been introduced for issue/reissue of tickets effective from **on/after 01JUL2020**. Details are as below:

The EVA Air GDS Reservation Policy

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

All GDS subscribers are obliged to comply with these guidelines. If fail to comply, An ADM may 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 and/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.

**EVA Air would like to thank you for your cooperation.

For further assistance, please contact:

Reservations 020 7380 8300; Sales 020 7380 8333