



AGENCY DEBIT MEMO (ADM) POLICY

OMAN AIR (WY/910) in compliance with IATA Resolution 850m hereby revises its ADM policy to its Travel Partners effective 01-Jun-2014.

OMAN AIR reserves the right to issue ADM for ticketing/booking violations or non-compliance practices including but not limited to the following:

Fares & Exchange Audit

- All fares, fare rules & General Conditions of Carriage
- Taxes & all surcharges
- Commission/Discount violation
- Tour Code / Deal Code violation
- Carrier Identification Plate (CIP) violation
- Fare calculation check and surcharges reported in fares checks
- Flight conditions
- Sales/ Travel restrictions
- Day Time restrictions
- Endorsement checks like 'Valid on WY only' for WY restricted fares including Refund/Non-Refundable conditions
- Stopover & Transfer condition
- Booking class/class of travel
- Minimum/ Maximum stay requirement
- Advance Purchase Rules
- Seasonality checks / Blackout checks
- RBD violation
- Group sales violation & for deposits/penalties for group sales
- Add-ons & combination violation
- Government fares applicability
- Ticket expiry check
- Rebooking fees, recalculation on reissue and rerouting
- Booking class Vs ticketed class mismatches
- Reissuance without proper endorsements/other Airline tickets
- Interline tickets issued when no interline agreement exists
- Paper ticket issuance when E-Ticketing is possible
- Other violations such as unreported sales, rate conversion violations, form of payment discrepancies, any ticketing violation as covered by the Oman Air's Conditions of Carriage
- No show charges wherever applicable
- Local taxes / Govt. levies for which collection and remittance is under Airline's responsibility
- Credit Card Chargeback
- Deportation cost including fines from authority due to non-verification of travel documents at the time of ticketing
- Excess baggage allowance check



Refund Audit

- Refund fare, taxes & surcharges
- Commission/Discount/Incentives
- Cancellation penalty / No show charges
- Refund of Used, NOGO coupons and expired documents
- Duplicate refunds through BSP link and GDS
- FOP checks
- Incorrect IATA claim (Only the issuing agent can claim the refund of that ticket. Different IATAs from the same agency is permitted)
- Out of sequence refund claim



GDS Best Practices to avoid BIDT ADMs:

Do's

- Ensure to provide customer's first and last names exactly identical to the customer's passport for international journey or ID card for domestic journey.
- Record passenger family name along with full complete first name and second name if any.
- Record date of birth of the child & infant passengers in the name field, as well as the requisite SSR.
- Ensure that WY record locator answer back is received on your GDS PNR.
- Ensure that APIS/Secure flight, passport details, passenger contact info including mobile are updated to PNR.
- Correctly update the status codes of all segments and ensure segment sequence control taking care of minimum connection time at each transit point etc.
- Cancel all the In-active segments from the PNR when advised by WY through UN, NO, HX, WK, WN, UC, UL, DL messages. Such cancellations to be done at the earliest opportunity available and invariably at least 24 hours prior to flight departure.
- Ensure messages received from host for duplicate booking, duplicate segment, Ticketing time limit, ticketing rules and other instructions are strictly complied with.
- Agencies must take timely follow up action for issuance to tickets within the time limits notified.
- Agencies with multiple GDS should ensure that booking and ticketing for a specific journey of the customer, occurs in the same GDS.
- When customer advises to cancel the booking, agency should cancel Oman Air booking and release the inventory immediately.
- Ensure that booking matches with ticket coupon sequence.
- Ensure that applicable government regulations are complied with and customer security credentials are provided in the booking for use of government authorities.
- Ensure that PNR is provided with customer contact including correct mobile number in the correct field. This will facilitate Oman Air to reach the customer when required to communicate flight delay, re-schedule, cancellation, disruption etc.
- Ensure for any change in itinerary all special service request (SSRs) are re-processed. Note that SSRs are flight and passenger specific and should not be requested for entire PNR together.
- Agencies should action the Queues promptly and ensure that passengers are notified for any change in his/her bookings.
- Must always use latest and updated fares; Pre-stored and or manual pricing should be avoided.
- Must report genuine ticket numbers that is valid for travel and associated to the itinerary in the PNR.
- Must ensure collection of all taxes, fees and service charges imposed by local and foreign government.
- Must ensure collection of various penalties for re-issue, refund, cancellation, no show etc.



Don'ts

- Avoid creating segments in a cancelled PNR.
- Avoid making changes to host PNR under the control of Oman Air.
- Do not create active/passive booking transactions for achieving GDS productivity / incentive targets.
- Do not make duplicate / multiple bookings for a same customer/journey
- Do not break marriage logic of segments.
- Do not force to create wait list segment on a closed flight.
- Do not create bookings in fictitious names.
- Do not change passenger names once PNR is created.
- Do not create bookings that violate minimum connecting time specified.
- Do not omit to complete the contact details, SSRs, APP/APIS security info, or provide inaccurate info.

Summary of GDS misuse and ADM Rate

No.	GDS Abuses	Description	Identification Parameters	ADM Rate
1	Duplicate Bookings / Segments	Duplicate or multiple confirmed bookings that remain active without cancellation in the same month	Booking for a passenger on same Origin & Destination, same segment Date & IATA, PCC, on same or different Flights, same or different class and across same or different PNRs	<p>Up to 30 Jun 2016: Active booking/ segment transaction X number of passengers X \$20</p> <p>01 Jul 2016 onwards: Active booking/ segment transaction X number of passengers X \$15</p>
2	Churning	Churn refers to repeated booking & cancellation within the same PNR	<p>Booking for a passenger on same Origin, Destination, Segment Date, Flight, PCC, PNR, Agent name and IATA with different booking class.</p> <p>Threshold for ADM – 3 churns for Economy and 8 churns for Business & First class are allowed.</p>	<p>Up to 30 Jun 2016: \$20 per violation in a PNR beyond threshold X number of passengers.</p> <p>01 Jul 2016 onwards: \$15 per violation in a PNR beyond threshold X number of passengers.</p>
3	Fictitious/ Test Bookings	Fake bookings which are made to block inventory.	All fictitious or test bookings such as Smith/A/B/C/D/E created.	<p>Up to 30 Jun 2016: Booking/segment transaction X number of passengers X \$ 20</p> <p>01 Jul 2016 onwards: Booking/segment transaction X number of passengers X \$ 15</p>
4	Passives Bookings (Not ticketed/Not cancelled)	Passive segments if not ticketed or not cancelled.	Passive segments are identified with help of the status code GL,AK, DS, AN, BK, BN,BS, GN, HN, MK, ML, PK, QK, QN YN,GK,PN,MN,PU,NO and YK	<p>Up to 30 Jun 2016: Booking/ segment transaction X number of passengers X \$ 20</p> <p>01 Jul 2016 onwards: Booking/ segment transaction X number of passengers X \$ 15</p>
5	Waitlist Segments not	Segments that are waitlisted or do not hold confirmed inventory in airline system	Waitlist segments are identified with help of the status code PA, PB, PC, PD, RL, DL, HL,LL, PL, WL,	Up to 30 Jun 2016: Waitlist booking/ segment transaction X number of passengers X \$ 20

	cancelled not ticketed		AL, BL, JL, XL & TL Threshold for ADM - Maximum 2 waitlist segments in a PNR. Beyond 2 is considered as misuse.	01 Jul 2016 onwards: Waitlist booking/ segment transaction X number of passengers X \$ 15
6	Invalid Booking Class	Invalid bookings class violations are those Violation for which particular sale of RBD is not permitted.	Bookings other than First Class P, F Business Class J, C, D, R Economy Class Y, H, M, B, K, I, Q, T, G, N, L, U, O, E.	Up to 30 Jun 2016: Booking/segment transaction X number of passengers X \$ 20 01 Jul 2016 onwards: Booking/segment transaction X number of passengers X \$ 15
7	DS segments not cancelled not ticketed	These are open segments with unspecified flight/carrier. Sometimes used for connection flights, preceding/following waitlisted segments.	DS segment can be identified with help of status code	Up to 30 Jun 2016: Booking/segment transaction X number of passengers X \$ 20 01 Jul 2016 onwards: Booking/segment transaction X number of passengers X \$ 15
8	Bookings without valid ticket numbers	Booking with invalid, false, restricted, used, refunded, voided ticket numbers	Active (not cancelled) bookings which are not ticketed before departure is considered as violation	Up to 30 Jun 2016: Booking/segment transaction X number of passengers X \$ 20 01 Jul 2016 onwards: Booking/segment transaction X number of passengers X \$ 15
9	Inactive segments	Failure to action the booking messages/communications	Segments with UN, NO, HX, WK, WN, UC, UL, DL status.	Up to 30 Jun 2016: Booking/segment transaction X number of passengers X \$ 20 01 Jul 2016 onwards: Booking/segment transaction X number of passengers X \$ 15

Note: - For the complete Reservations, Ticketing and ADM policy, please refer to local Oman Air representative.



All ADMs will be issued via BSP link/ARC as per applicable BSP/ARC guidelines. Any dispute must necessarily be made specifying reason for dispute within the stipulated period as per IATA resolution 850m. In case Oman Air rejects an agent dispute, an explanation for this rejection will be provided to support Oman Air's position.

ADM Administration Fee

Oman Air will levy an administration fee of USD 10 or equivalent in local currency per ADM for those raised through sales / refund audits. Effective 1 Nov 2014, the Administration fee will be revised as USD 20 per ADM.

Contact information

For further inquiries related to ADMs, please contact your local Oman Air office or the email ids mentioned on the ADM.

Oman Air reserves the right to edit or amend the ADM policy at any time without advance notification.