

Fiji Airways (FJ) - Global Distribution Systems (GDS) Policy

Fiji Airways, in line with industry best practices, implements Fiji Airways GDS Policy for all reservation, booking and ticketing services effective 01 September 2018.

Purpose

The aim of Fiji Airways GDS policy is to provide enhanced reservation, booking, and ticketing services to its passengers through its various travel agencies (wholesalers, retailers, and online travel agencies) by improving the accuracy of last-seat inventory availability, reinforcing agency accountability and eliminating avoidable nonproductive distribution system costs.

Scope

This policy applies to all subscribers and users of GDS of which majority part is made up of travel agents including online travel agents and any person or entity (IATA, Non-IATA agents inclusive) that accesses Fiji Airways seat inventory, reservations, booking, and ticketing system through any means possible including programmed softwares. Hereinafter, referred to as 'travel agents'.

Policy

Travel agents at all times must comply with Fiji Airways GDS Policy and avoid all nonproductive transactions, abusive practices (not limited to the list below) and excessive robotic transactions while accessing Fiji Airways seat inventory, reservation, booking and ticketing services.

Passenger's mobile and email contact

Fiji Airways is committed to ensuring that our passengers are informed in a timely manner (including weekends, afterhours, etc.) about their flight details in the event of a flight disruption. Travel agents are required to provide Fiji Airways via GDS SSR applicable entries, with the passengers' mobile phone number and email contact address as per IATA resolution 830d. Therefore, Fiji Airways now requires travel agents to enter each passenger's valid mobile phone contact and email address in the PNR.

Schedule Changes (Queue management)

Travel agents are responsible for and must take timely follow-up actions on all reservations or bookings that have been affected by Fiji Airways schedule changes, ticketing time limit actions by Fiji Airways, flight cancellations or any other situations to remove inactive segments from bookings or remove the PNR with inactive segments. Fiji Airways sends notifications directly to original booking travel agents GDS queue. Travel agents must ensure to work on all queues promptly.

Nonproductive Active Segments

Nonproductive active segments are those segments that remain active in the GDS with various status codes for which at the time of departure of the flight there is no corresponding valid ticketed segment. Below are the various types of nonproductive segments. If for any valid reason this does happen then the travel agent needs to cancel and remove the inactive segments from the PNR or cancel and remove the PNR containing inactive segments. This must be done well in advance of the deadline of 24 hours before the scheduled departure of the flight.

Duplicate Segments

Creating duplicate segments of the same passenger in the GDS system is strictly prohibited. Duplicate segments is where a travel agent has booked same segments more than once for the same passenger (this can be for same or different flights, class, date or segment) in the same Passenger Name Record (PNR).

No flight segments shall be booked where it is logically impossible for a passenger to make the actual physical travel.

Duplicate PNRs

Duplicate PNRs is where a similar or same travel itinerary of the same passenger has been booked more than once in different PNRs by the same agency. This can be for same or different flights, class, date or flight segment for the same passenger. Travel agents must be accountable for creation of PNRs within their GDSs and must not create duplicate PNRs with segments that do not get ticketed and remain active within 24hours prior to departure of the respective flight.

Inactive Segments and PNRs

Travel agents must cancel all segments, bookings, or PNR instantaneously as Fiji Airways tickets are refunded or voided. Applicable exchanged segments must be cancelled as well.

Waitlists

Travel agents must not create waitlists for fare types not allowed by Fiji Airways. Waitlisted segments should be monitored on a daily basis and unsuccessful segments are cancelled and removed proactively. Fiji Airways fare rules to be checked for permitted waitlists.

Passives

Passive bookings shall be created for sole purpose of ticketing on Fiji Airways services. Booking must match in all relevant aspects form travel agents GDS to booking in Fiji Airways reservation system.

Abusive Practices

Travel agents at all times must not engage in GDS abusive practices that produce nonproductive transactions for Fiji Airways and further increase the associated distribution fees with the higher volume of these nonproductive transactions.

Excessive Churning

It is an airline industry best practice to avoid or minimize repeated booking and cancellations. Travel agents must not practice churning of bookings or reservations in order to bypass the applicable fare ticketing time limit conditions. Fiji Airways will monitor the bookings versus cancellations ratio to determine excessive churning practices.

Fictitious Names or Test Bookings

Travel agents must never create and hold bookings using fake or fictitious names that do not correspond to an actual real customer. Fiji Airways live GDS system must never be used for any test bookings or training purposes.

Speculative Bookings

Fiji Airways strictly prohibits travel agents from creating speculative bookings for any probable reasons.

Invalid Ticketing

Travel agents must not enter invalid or fictitious ticket numbers into the PNRs. Travel agents must ensure that same inventory class code or reservation booking designator (RBD) is used to issue ticket that has been used to create PNR.

Ticket Revalidation

Fiji Airways does not permit revalidation of issued FJ tickets. It is required that each ticket is reissued with collection of correct ticket reissue fee, additional fares as applicable, and relevant taxes, fees and charges.

Passenger Name Changes

Travel agents must ensure that passengers are booked using the names as they appear on passports or other valid travel documents. The only exception permitted is correction of misspelt passenger name of the same person.

Excessive Robotic Transactions

Travel agents must not setup robotic tools that access Fiji Airways inventory unnecessarily, therefore, generating excessive volume of availability and shopping. It must be done to generate valid sales transactions. Fiji Airways will evaluate the volume of shopping transactions versus the bookings generated by the agency.

Bookings for Administrative Purposes

A non-billable status code should be used if travel agents need to keep track of bookings for administrative purposes then. Auxiliary segments or non-billable status codes must be used to produce invoices or itineraries for administrative or accounting purposes.

Married Segments and Origin Destination Controls

Travel agents shall not manipulate Fiji Airways married segments and origin destination control logic to their advantage. Married segments are segments sold in bundles and must not be separated or unbundled. Varying inventory allocation is created for married segments as opposed to if segments were sold separately. Under no circumstance, shall travel agents split married segments or bundled segments nor manipulate GDS to circumvent journey control logic.

Taxes, Fees and Charges

Travel agents shall refer to fare rules and conditions as published with the fares or in tariff notices when issuing Fiji Airways tickets. All Fiji Airways bookings must be ticketed with correct collection of applicable fares, taxes, fees, and charges including applicable travelling country's imposed taxes.

Ticketing Time Limit

All Fiji Airways bookings are subject to a ticketing time limit. Travel agents shall refer to the ticketing time limit in Fiji Airways tariff notices or applicable fare rules as published along with fares. Bookings shall be cancelled by Fiji Airways should the travel agents not ticket them within the stipulated time frame. Travel agents must actively remove the cancelled segments' from their GDSs.

Redistribution of Fiji Airways content on GDS

Travel agents shall not redistribute FJ Airways GDS content to third party travel agents, airlines, online or metasearch agencies and other unaffiliated websites. Third party link to Fiji Airways GDS content is also prohibited. Express approval must be obtained from Fiji Airways if travel agents need to redistribute content for other purposes rather than the prime purpose of promoting and selling Fiji Airways services.

Responsibilities

Travel agents shall keep themselves and their staff educated and informed of the Fiji Airways GDS policy and should adhere to when using or accessing Fiji Airways inventory, reservation, booking and ticketing systems.

Compliance and Monitoring

Failure to comply with the Fiji Airways GDS policy will result in Fiji Airways or its delegated agency making the following debit charges or taking relevant actions against the travel agents:

Agency Debit Memo (ADM) Fees/Actions applicable for violation of Fiji Airways GDS policy as per below table:

Policy Violations	ADM Fees (USD or corresponding converted amount in local currency) or applicable action
Duplicate Bookings or Duplicate PNRs	USD10.00 per duplicate segment
Inactive Segments or Inactive PNRs	USD10.00 per inactive segment
Unticketed and uncanceled Waitlists	USD10.00 per waitlist segment
Excessive Churning (cancellation ratio)	USD10.00 per excessive churned segment
Fictitious Names or Test Bookings	USD10.00 per segment
Invalid Ticketing	USD20.00 per invalid ticket number
Unmatched RBD (booking vs. ticketing)	Fare differential plus USD20.00 per ticket
Ticket Revalidation	Applicable ticket change service fee plus USD20.00 fee per ticket
Excessive Robotic Transactions	Block travel agent GDS office access to Fiji Airways inventory or Fiji Airways GDS system

Each ADM issued for the Fiji Airways GDS policy violations will be issued in line with Fiji Airways ADM policy with applicable ADM administration fee.

Fiji Airways will periodically review the travel agents GDS transactions and bill applicable travel agents accordingly for Fiji Airways GDS policy violation through applicable BSP Link or ASD or ARC. Non-IATA agents will be invoiced. Fiji Airways reserves the right to block any travel agents access to Fiji Airways inventory for ongoing non-compliance to the Fiji Airways GDS policy.

Records Management

Travel agents at all times must maintain appropriate records relevant to administering this policy with reference to access to Fiji Airways GDS, respective IATA agreements, applicable IATA Resolutions and applicable laws.

Fiji Airways GDS policy is to be applied and interpreted in accordance with the following IATA Resolutions:

- IATA Resolution 824: Passenger sales agency agreement
- IATA Resolution 830a: Consequences of violation of ticketing and reservation procedures
- IATA Resolution 830d: Reservations procedures for accredited agents
- IATA Resolution 850m: Issue and processing of agency debit memos (ADMs)