

# **Booking & Ticketing Policies of SWISS**

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### Introduction

The purpose of this document is to inform our agency partners about existing SWISS booking rules and main SWISS Ticketing Policies. The SWISS Ticketing policies are related to the sales, issuance of SWISS fares & documents, exchange/reissue, refund & other related topics. We count on the cooperation of our business partners in adhering to these Policies which serve for mutual benefit of our customers.

The booking policy enables SWISS to manage the flight inventories in an optimal manner. It enables SWISS to offer more seat availability to our travel partners and aims to reduce check-in problems for our customers if transactions generated are processed correctly.

SWISS booking policy has taken into consideration and complies with IATA resolutions; the obligations of the travel agency are described in IATA Resolutions 824 and 830a. As mentioned in paragraph 3.2 of IATA resolution 824, SWISS can provide travel agencies with this booking policy and travel agencies are obliged to comply with it. The IATA Resolutions are provided at the end of this document.

SWISS ticketing policy has taken into consideration and complies with IATA resolutions; the obligations of the travel agency are described in IATA Resolutions 824, 830a, 850m, 852, 890 & 049x. These IATA Resolutions are provided at the end of the document.

Non-compliance with the SWISS booking & ticketing policy could lead to penalties. SWISS audits all transactions to identify non-compliance.

If an agent has engaged in practices that conflict with these policies, SWISS will inform the agent with documented evidence and may take appropriate measures, e.g. charging the correct applicable fares, flat penalty fees, taxes, surcharges and/or GDS fees associated with the PNR(s) directly to the agent with an additional administrative fee. These charges will be raised by ADM for IATA agents and invoiced to non-IATA agents.

On the other hand, an agency credit memo (ACM) may also apply in e.g. the following situation:

By mistake over collection in ticketed fare, wrong fare calculation or fare recalculation when in favour of the customer and eligible for refund. See also chapter 9 in the ticketing policy.

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### VALIDITY

These policies are valid for bookings and ticketing on/after 20 May 2014, they replace any other policies in place before and is valid until further notice. SWISS reserves the right to amend and/or to adapt and/or to delete rules described in this document at any time.

### BOOKING POLICY

#### 1. Creation & Modification of a Passenger Record

When creating or modifying a Passenger Name Record (PNR) the travel itinerary must be booked in sequence of travel times. Full O&D Availability (Origin & Destination) is mandatory irrespective of whether a reservation involves SWISS flights only and/or including codeshare and/or other airline flights. The selected O&D availability must show and secure authorized Minimum Connecting Times.

SWISS may provide a level of availability on Married Segments that differs from the level of availability provided by SWISS if the segments were sold separately.

SWISS strictly forbids any manipulations of bookings and subsequent ticketing of such reservations. Such manipulations will be known as O&D Bypass.

PNRs that are not booked from the provided O&D availability and contain bookings received through any manipulations before or after EoT (end of transaction) are being monitored. Such manipulations will be subject to cancellations of the PNRs when unticketed or an ADM/ invoice per passenger and per directions of travel of the O&D when ticketed. SWISS will send a cancellation message to the original agent in the PNR.

In case a Travel agent issues a ticket based on PNR with a manipulated segment an ADM/invoice is issued. The ticketing agent is responsible for malpractices even if they are not the original agent making the booking and the ADM will be raised irrespective of the ticket stock used.

Following fees per passenger and per remaining manipulated O&D apply for O&D bypass

Economy class (CH/EU) O&D	CHF 185
Economy class (IC) O&D	CHF 300
Business class (CH/EU) O&D	CHF 300
First/Business class (IC) O&D	CHF 500

SWISS reserves the right to implement additional checks, as well as to change the penalty fee amounts.

#### 2. Waitlist Segments

Wait listing (WL) of flight segments is a common practice by travel agents that enables the customer to be listed on flights at the preferred fare.

SWISS has several tools to inhibit, reduce or cancel WL segments in place.

Travel agents are asked to:

1. Limit the number of WL segments to the minimum level and
2. Cancel and remove not needed WL segments at least outside 24hrs before flight departure.
3. No Waitlist segment permitted at the time of check-in if any higher booking class within the same travel compartment is available.

#### 3. Name Changes/Name Corrections

The full name and title of each passenger must be entered at the time of booking. A name change means that you replace the person by another person in your booking. Changes of family name or first name are not permitted within the same PNR. If change is needed, the original PNR must be cancelled and a new PNR must be created, however the booking class must be available. The old ticket must be refunded according to fare rules and a new ticket must be issued as per the actual applicable fare.

Name corrections (up to 2 letters) are only permitted if the customer name has been misspelled or to reflect legal documents. The name change restrictions do not apply for Group PNRs.

#### 4. Dupes/ADSP (Advice disposition of space)

SWISS does not allow duplicate bookings. In addition, the creation of bookings across one or more PNRs and/or GDSs, where it is logically impossible to travel, is not permitted.

SWISS has an automated application in place focused on detection and cancellation of Dupe/ADSP, which sends out a cancellation message, i.e. the status code 'HX'. Also a Dupe/ADSP blocks unused seats, thus causing less availability for new bookings. HX and other inactive segments must be removed immediately.

Note: By inserting the correct full First name of a passenger at the time of the booking you ensure that DUPE/ADSP check is minimized. If you receive an SSR message for DUPE checks it is important to contact SWISS to inform if it is not a DUPE.

#### 5. Inactive Segments (Status codes HX/NO/UC/UN/US)

It is an industry standard for airlines to respond with status codes like HX, NO, UC and UN due to host processes or automated applications (like Dupe, Passive Segment Notification, No-show/WL Clearer as described above), for non-compliance with SWISS booking policy, for unavailability to confirm sales on SWISS flights or for schedule changes.

All inactive status codes like **HX/NO/UC/UN/US must be removed latest 24 hours before flight departure** by using the cancel entry.

#### 6. Cancellation Ratio

The cancellation ratio (number of booked segments vs. number of cancelled segments) differs from agent to agent. Cancellation ratio (=the relation between booked and cancelled segments) above 80% must be avoided.

Cancellations should whenever possible be done latest 24 hours before departure.

#### 7. Fictitious/speculative/test bookings

These are defined as reservations where a booking is entered into a GDS, using fictional/speculative names and/or flight segments, with no intent for travel and/or which is not directly related to a request from a passenger to purchase a ticket. Also PNRs should not be created for training and testing reasons.

Examples of such bookings include reservations with names in PNRs such as: SCHEDULE/A/B/C, MOUSE/MICKEY, SMITH/A/B/C, and TEST/AIRLINE.

The **training mode** provided by the GDS must be used when testing functionality or training personnel.

It is prohibited to create segments and/or PNRs for:

- holding or blocking seats in view of expecting demands
- circumventing fare rules
- request and/or sell airline space not at the specific request of a customer, e.g. add additional flight segments to the PNR and remove it later.

#### 8. Churning

All GDS bookings must be either ticketed as per tariff rules or cancelled in the GDS immediately when not required and prior to departure.

Cancelling and rebooking of the same itinerary in the same or different classes of service across one or more PNRs or GDSs to circumvent or extend ticketing time limits is not permitted. As defined by SWISS, **10 transactions per booking and more**, i.e. book-cancel-book-cancel etc. is monitored closely to detect churning cases.

### 9. Look to book ratio

SWISS allows all agencies (per Office ID or PCC) a maximum look-to-book ratio of 400:1 per month. This means that the maximum number of availability requests (=look) per booked net passenger segment cannot exceed this limit.

The agency ensures that this limit is known and adhered to. In case SWISS identifies that this maximum limit has been exceeded, the agency will be contacted and the following appropriate measures will be taken by SWISS:

- 1) The agency ensures that with immediate effect, meaning within 1 month, the look-to-book ratio is reduced below 400:1 again.
- 2) The agency may increase the number of availability requests by paying 0.05 CHF for any additional availability request that exceeds the maximum ratio per month. SWISS will invoice the respective agency on a monthly basis.
- 3) SWISS can substitute the seamless availability with an availability status (AVS), which might lead to discrepancies in the availability request and the sell request.

In case the agency is not able to reduce the availability requests below the maximum ratio, option 2) or 3) can be selected by the agent in agreement with SWISS. Selected option can be changed by informing SWISS at any time. SWISS will ensure that with a lead time of 1 month and at the beginning of the next full month, the respective action is implemented.

### 10. Correct Booking RBD/Sub-class

All bookings must use the correct and appropriate booking class according to the fare paid.

In most cases, the first letter of the SWISS Fare Basis denotes the RBD to be used; it is important to check the correct booking class.

For usage of incorrect RBD or sub-class, SWISS issues an ADM for abuse and the ADM will be sent to the IATA agency if a ticket is issued.

### 11. Ticket Deadline Control

A date and time deadline required for ticket issuance is set for each booking.

Each fare has its own ticket time limit which is reflected in Category 5 of the respective fare note chapter. However, if there is a discrepancy between the time limit set and the note chapter then the most restrictive ticket time limit will apply.

Below is the text which reflects this information in the fare note chapter.

CAT5

DUE TO AUTOMATED TICKETING DEADLINE CONTROL  
DIFFERENCE COULD EXIST BETWEEN THE FARE RULE  
LAST TICKETING DATE AND THE SYSTEM GENERATED  
TICKETING DEADLINE MESSAGE.  
THE MORE RESTRICTIVE TICKETING DEADLINE APPLIES

SWISS uses a routine to cancel segments when ticketing has not occurred by applicable time limit. Cancellation of such segment(s) is sent with a status code 'HX', which must be removed immediately.

In case of PNR with multiple names and ticket number is not issued for all names, the system will split and cancel only the non-ticketed names. Note: voided tickets will also be checked and the ticket time limit applies.

### 12. Hidden Groups

SWISS Group Policy states that 10 or more passengers travelling in-/outbound sector together in Economy class (10 in Business class, and 4 in First class) constitute a group booking regardless of the fare paid.

SWISS informs agents that such bookings are subject to cancellation via an HX message in the PNR to the originator of the PNR. Such HX segments need to be removed immediately.

Example of an OTHS sent by SWISS:

```
4/OTHS-YY///*ATTN AGT / BOOKING CNLD AS HIDDEN GROUP$ FOR GROUP REQUEST CTC NEXT LX OFFICE
```

### 13. No-shows

No-shows occur when the Travel Agent fails to cancel a booking that is not required by the customer which leads to inventory spoilage. If the reservation is not cancelled it may result in a No-show rebooking/refund restrictions may apply for no-show after ticketing. Un-ticketed segments which result in No-Show shall be liable to penalty fees.

### TICKETING POLICY

#### 1. Carrier validation rule

According to the definition in IATA Resolution 852, an Airline can be used as validating Carrier provided that:

- it is a BSP member and eligible for electronic ticketing in the market
- it has interline agreements with all marketing and operating carriers part of the itinerary
- it is part of the itinerary or is GSA for one carrier part of the itinerary

SWISS validation principle shall be selected by Agents for issuing LX724 tickets, when sales for the journey includes travel entirely or partially on LX flight numbers.

#### Validation Principle

SWISS as:

- first international or intercontinental flight or at least one international or intercontinental flight in the itinerary;

Valid for:

- LX operated flights and LX flight numbers on leisure flights (WK)
- LX flight number on code share flights, LX is marketing carrier (code share agreement)
- LX flight number operated by another carrier, but LX has the full commercial responsibility (so called wet lease).
- LX purely Swiss domestic flights and tickets;
- When issuing a LX724/document number for flights purely involving OAL flight numbers e.g. STAR passes. It is mandatory to mention the valid 724/document number for the international LX flights in the endorsement box as a cross reference.

Not valid for:

- A first or last Swiss domestic flight combined with solely other carriers' international or inter-continental flights.

In case of interline bookings the LX validation principles may be overruled by any other sales restriction, filed in the fare note cat 15.

#### Validation Exemption

SWISS may allow validation exception in an e.g. specific market when a certain selected carrier, which is not in BSP, need to be ticketed. It is allowed only in connection with a journey including sale of other SWISS flights and if specifically authorised by SWISS. If more information is needed contact your local SWISS representative. LX shall write such exemptions into the PNR by vendor remark.

#### 2. Electronic ticket document

**The e-ticket (electronic ticket) as defined by IATA Reso 722f consists of the following:**

- E-flight coupons have consecutive coupon numbers within a range of one (1) through four (4), as applicable, and being issued in sequence (in sequence of travel).
- A maximum of four (4) flight coupons per ticket number issued.
- A maximum four (4) consecutive tickets issued for one journey (max.16 flight coupons).

**The e-ticket (electronic ticket) as defined by IATA Reso722f shall contain the following:**

- Passenger name: **family name / full first name & gender** (title optional), SWISS can accept max. 29 characters (including slash)
- Airline designator or name of Marketing Carrier; name of Operating Carrier;
- Flight number(s); Date of flight(s); flight departure time(s);
- For each flight, origin and destination Airport/City code;
- Fare (base amount); equivalent Fare amount (when applicable); Taxes/Fee/Charges;
- Ticket document amount BT, IT (when applicable);
- Fare construction; NUC (neutral currency unit) if published fare is being ticketed
- Form of payment; Reservation status;
- Date of issue; Issuing Agency; Airline name and place of issue; Baggage Allowance
- Ticket/Document number(s); Endorsement/Restrictions.

### **The passenger e-ticket (electronic ticket) confirmation as defined by IATA Reso722f**

The electronic traffic document includes the electronic or written flight itinerary confirmation, including airfare and payment details, provided by the travel agency.

#### **Ticket Notices:**

- The Conditions of Contract and other important notice shall be provided with the e-ticket confirmation used for interline international carriage as shown below.

- The Ticket Notices or reference to IATA Resolution 724 is mandatory. Carriage and other services provided by the carrier are subject to Conditions of Carriage, which are hereby incorporated by reference to IATA Resolution 724;

Take reference to the IATA provided text of the general conditions of contract. IATA link: <http://www.iatatravelcentre.com/tickets>

or

Include a link to the SWISS Conditions of Carriage published on swiss.com;  
[http://www.swiss.com/web/EN/general/footer\\_links/conditions\\_of\\_carriage](http://www.swiss.com/web/EN/general/footer_links/conditions_of_carriage)

### **3. Credit card sales rule – card acceptance**

In reference to following important points and parts of the **IATA Resolution 890, §1- 4**

#### **Credit Card Acceptance**

1. The Agent may accept cards as payment for ticket sales on behalf of the Member/Airline whose ticket being issued; subject to the Rules & Procedures outlined in IATA Resolution 890 and in chapter 10 and/or 14 of the billing and settlement plan manual for Agents. Policy:

- Accept cards as payment for ticket sales where applicable for SWISS.

2. The Agent shall ensure that the type of card processed during the sale is accepted by the Member/Airline whose traffic document is being issued.

Policy:

- For LX724 validation documents only cards contracted with SWISS may be accepted.
- SWISS accepts all general credit cards: AX, DC, JC, MC, VI and TP.

3. No Card issued in the name of the Agent, or in the name of a person permitted to act on behalf of the Agent, or in the name of the Agent officer (partner or employee), shall be used in connection with the sale of the air transportation on behalf of the Member/Airline to any customer of the Agent.

Alternative:

**Air Plus** offers agencies credit card payment solution accepted by SWISS (e.g. for agent web bookings on closed user group (CUG) and/or group sales).

#### **Refunding**

Refund amount of a total unused or partially used ticket shall only be refunded to the credit card number, which has originally been used for payment.

### **4. Fare guarantee**

#### **Fare Guarantee – as defined in IATA Resolution 049x**

A fare and tariff is only guaranteed when the fare was auto-quoted by system and the ticket was issued with ticket number, based on confirmed flights and ticket reported in BSP.

Auto-quoted stored fares but not ticketed are subject to any price change. The ticketed fare remains guaranteed up to a voluntary first flight and/or itinerary change. Any change needs observation of the corresponding fare rule and followed respectively. This applies to taxes equally that need reassessment in case of reissue/rerouting before departure.

SWISS tickets established with manual fare quotations are subject to control and any fare discrepancies are subject to agent debit.

### 5. SWISS booking / reservation change rule

#### **LX/724 e-ticket rebooking process**

By changing a flight in a passenger booking record, the corresponding e-ticket shall be fare and flight adjusted within that change transaction. That guarantees an effective customer service with smooth check-in before flight departure by avoiding the risk that the flight bookings could be cancelled due to ticketing deadline control.

A flight change transaction performed without e-ticket adaptation for e.g. fare adjustment and/or change fee collection including ticket reissue or revalidation will become subject to ADM.

#### **LX/724 e-ticket coupon revalidation**

SWISS e-ticket coupon revalidation is permitted and technically possible **once**, if within the same reservation booking code (RBD) and as long as the not valid before and not valid after (NVB/NVA) date on such flight coupon is not restricted or overruled (fare change conditions also apply with coupon revalidation).

### 6. -A- vMPD (& vMCO) usage via BSPlink - with SWISS ticketing

Extract from IATA industry communication, 5<sup>th</sup> November 2013:

" ...  
 1. IATA BSPs will stop processing vMCO transactions as of January 2014  
 2. IATA BSPs will process EMD-S free of charge until the end of June 2014 in order to accelerate EMD implementation  
 3. vMPD will be phased out no later than June 2014, with some identified exceptions<sup>2</sup> in some BSPs until October 2014  
 ..."

Please refer to the following information source for further details:

IATA: <http://www.iata.org/whatwedo/stb/e-services/Pages/index.aspx> or BSPlink: <https://www.bsplink.iata.org>

**SWISS supports the BSP solution offered, and provides BSPlink to utilize virtual miscellaneous documents in the following manner:**

Kind of Document	Last Issuance date for LX/724 document
vMCO (through BSPlink)	31. December 2013
vMPD (in the respective GDS)	June 2014 or after EMD activation in the respective GDS, whichever is earlier

The vMPD (vMCO) solution is limited to services:

- Rebooking fee collection
- Refundable balance with a ticket exchange transaction
- Group deposit

#### Amount Limitation

- a) CHF10'000, USD10'000, EUR8'000; other currencies limit in reference to CHF amount.
- b) One vMPD can be issued for more than one ticket if TCP in one/same PNR/travel.

#### Issuance Policy

Available for services with "reason for issuance code":

- K** = refundable balance
- P** = rebooking fee domestic
- Q** = rebooking fee international
- J** = Deposit / down payment

Other parameters are not available for LX and other services are directly charged by the airline.

#### Cancellation Policy:

A vMPD (vMCO) can be cancelled on day of issuance. After that, if applicable, a refund request in BSPlink is necessary.

**Note:** the system steered format, is a process between travel agents BSP and LX accounting.

A customer may not present a vMPD (vMCO) paper print for payment towards an airline service, or, LX does not accept other carriers validated and printed vMPD forms.

### 6. -B- Usage of EMD – with SWISS ticketing

SWISS offers the usage of EMD (electronic miscellaneous document) for travel agents. There are two types of EMD existing: EMD-S (stand-alone) & EMD-A (associated). For details regarding EMD, its definition and usage, please contact your GDS.

Please see below for which services LX/724 EMD-S will be available.

#### Issuance Policy

Available for services with following parameters:

RFIC	RFISC	Commercial Name	EMD-Type
D (Financial Impact)	993	Rebooking Fee International	Stand Alone (EMD-S)
	994	Rebooking Fee Domestic	
	996	Refundable Balance **	
	997	Deposits Down Payments	
Other parameters are not available for LX and other services are directly charged by the airline.			

RFIC = Reason for Issuance Code

RFISC = Reason for Issuance Sub-Code

Effective end of June14, it is planned that vMPD will no longer be possible via BSP.

Kindly note that EMD-S for Refundable Balance \*\* may not be used as planned due to technical issues.

For cases involving refundable balances, SWISS will provide a guideline in this document with the required information in due time.

#### Cancellation Policy

An EMD can be cancelled on the day of issuance only. After that, if applicable, a refund request is necessary.

#### Amount Limitation

a) For EMD with RFISC 997: CHF10'000, USD10'000, EUR8'000; other currencies limit in reference to CHF amount.

b) For EMD with RFISC 993/994/995/996: USD750, CHF750; other currencies limit in reference to USD amount.

c) One EMD shall be issued for one ticket in case of RFISC 993 / 994 / 996.

d) One EMD per PNR can be issued in case of RFISC 997.

- For further details in connection with ticket adjustments processes with EMD, refer to chapter 7-B- (EMD-S and/or DU-tax).
- In case your GDS hasn't activated EMD-S for SWISS yet, refer to chapter 7-A- for alternative solutions offered by SWISS (vMPD and/or DU-tax).

### 7. **-A- Possible ticket adjustment procedures – valid in connection with vMPD (vMCO)**

Please mind that vMCO is only to be used until 31DEC13, therefore only mentioned in ( ).

#### a) **E-ticket revalidation → and change fee on vMPD (vMCO)**

To issue a vMPD (vMCO) with the corresponding reason for issuance code **P** for domestic- and **Q** for international flight.

- Add LX flight number, departure date and flight leg.
- Add details in PNR: OSI LX RBKG FEE LX xxx /date CHF xxx and serial no vMPD 7241805 xxx
- Add vMPD (vMCO) number in booking, missing information risk debit of the change fee by ADM.

#### b) **E-ticket reissue/rerouting → and collection of change fee**

A change fee may be included in the tax field of the new ticket with tax item **code DU**, e.g. EUR 100DU. And by writing in the ticket endorsement box: RBKG FEE LX xxx/date /from-to.

#### c) **E-ticket reissue/rerouting → and refundable balance**

The e-ticket shall be re-issued and any fare difference issued/refunded on a vMPD with the corresponding reason for issuance code **K**, **refund balances**. A balance shall be transmitted with a refund notice to the refunds department.

**Important**, a rebooking fee is always non-refundable and this rule applies without exception no matter whether collected with vMPD (vMCO) and or as "DU" tax amount in the ticket.

The DU code is supported in GDS: 1A; 1G; 1P; 1F; 1B; K1; 1E; 1S and 1J.

### 7. **-B- Possible ticket adjustment procedures – valid in connection with EMD**

#### a) **E-ticket revalidation → and change fee on EMD-S**

To issue an EMD-S with the corresponding reason for issuance sub-code (RFISC):

- "994" for Rebooking Fee domestic
- "993" for Rebooking Fee international

For more details, refer to chapter 6 -B-.

#### b) **E-ticket reissue/rerouting → and collection of change fee with DU-tax**

A change fee may be included in the tax field of the new ticket with tax item **code DU**, e.g. EUR 100DU.

Write in the ticket endorsement box: RBKG FEE LX xxx/date /from-to.

Please mind that this solution shall only be used if EMD can't be issued.

#### c) **E-ticket reissue/rerouting → and refundable balance on EMD-S**

The e-ticket shall be re-issued and any fare difference issued/refunded on an EMD-S with the corresponding reason for issuance sub-code (RFISC) 996, refundable balance. A balance shall be transmitted with a refund notice to the refunds department.

Please mind that in case of EMD can't be issued, you may use the vMPD process or contact your nearest SWISS agency support for help.

#### d) **E-ticket issuance → and form of payment EMD-S (group deposit)**

The e-ticket shall be issued and primarily issued EMD-S for group deposit with the corresponding reason for issuance sub-code (RFISC) 997, taken as form of payment.

Please mind that in case of EMD can't be issued, you may use the vMPD process or contact your nearest SWISS group desk for help.

**Important**, any of the above fees are always non-refundable and this rule applies without exception no matter whether collected with EMD and / or as "DU" tax amount in the ticket.

The DU code is supported in GDS: 1A; 1G; 1P; 1F; 1B; K1; 1E; 1S and 1J.

### 8. General refund principle

**Voluntary Refund** means a refund of an unused ticket or portion thereof other than an involuntary refund. A refund notice for unused tickets or portion thereof shall be made in accordance with the following conditions:

- Voluntary refund of a ticket, sold on behalf of SWISS, shall be applied for by the agent according to the SWISS refund rules;
- For Cancel/refund conditions apply the conditions mentioned in the fare note according to the date of issue.  
Exception to the rule: in case of no-show for fares stating in fare note chapter 16: TICKET IS NON-REFUNDABLE IN CASE OF NO-SHOW the entire ticket is non-refundable and the definition (TICKET) in the fare note overrules the per fare component cancellation policy.

**Involuntary Refund** means a refund of an unused ticket or portion thereof other than a voluntary refund. Involuntary (irregularity) refunds are restricted to the issuing Airline and to the carriers' decision of involuntary treatment or not. SWISS may authorise or request support by travel agents to involuntary refund or possibly reissue a LX ticket according to specifically advised conditions.

**Expired Tickets** shall not be exchanged for, or being used as payment towards further travel. It is exclusively valid for refund, if any, through the SWISS refund department. A LX724 passenger ticket expires one year after its date of issue or one year after commencement of travel, whichever is later.

SWISS may request an administration charge for refund calculation of expired documents.

**Note:** for detailed information on SWISS refund rules, contact your local SWISS representative and local agency.

### 9. General ADM / ACM policy

#### ADM Principles

Agency debit memos are a legitimate accounting tool for use by all BSP Airlines to collect amounts or make adjustments to Agent transactions in respect of the issuance and use of Standard Traffic Documents issued by the Agent. Alternative uses of agency debit memo may exist provided that consultation has taken place either individually with the Agent or a local representation of Agents, or through the applicable local joint consultative forum.

#### ADM Policy

The policy stands in accordance with IATA Resolution 850m (Passenger Agency Conference Resolutions Manual). All the provisions of the resolutions agreed by the Passenger Agency Conference will apply.

#### Minimum ADM Value

The minimum value for a single Agency debit memo is CHF 20.00, unless the sum of multiple proposals on the same case is higher than the minimum amount. In case of persistent errors, the minimum debit value shall not be applicable. The minimum value does not apply either if ADM reason is linked to commission, fuel surcharge or refund. For missing and/or incorrect taxes the minimum amount is set at CHF 5.00 except for US taxes.

#### ADM Issuance

Agency debit memos specify in detail as to why a charge is being made. A complementary document indicating reason for debit and details of charge is attached to the respective debit memo.

Agency debit memos will only be processed through the BSP if issued latest nine months after final travel date. Any debit action initiated beyond this period will be handled directly between the BSP Airline and Agent i.e. by issuing invoice.

Agency debit memos are issued via mass-upload into BSPLink four times a month. The ADMs show the contacts of the respective department having knowledge about the debit memo and provides detailed information about the reason for it. One is issued per ticket. ADMs for specific items (e.g. tax) can be issued for multiple tickets on one ADM.

#### Administrative Fee

In principle, for Switzerland no ADM/ACM fee applies.

#### Dispute Handling

Disputes of ADMs are to be deposited in writing. They have to be handled via BSPLink within the given set-up in BSPLink, or via e-mail after reception of the ADM, indicating dispute reason and including supporting documentation. Disputed ADMs will be clarified in a timely manner, limited in BSPLink to within 60 days maximum. In case of rejected disputes, detailed information and explanations about reason of rejection will be provided to the agent.

Disputes will be accepted up to two years after ADM issuance date.

#### ACM Issuance

In the event that agency debit memos have been discovered as unjustified, an agency credit memo will be issued to credit the respective amount.

In the event that over collection in fare has been discovered with a ticket or ticket-exchange which requires corrections in favor of the customer, an agency credit memo can be issued upon request by agent against a charge of CHF25.00.

**ADM reason according to the following audit results:**

### **1. Fare Audit**

- Incorrect fare application and combinability (e.g. routing or sales restrictions)
- Incorrect fare value (under collection)
- Minimum / maximum stay, advanced purchase rules
- Seasonality, flight applications
- Codeshare flights not allowed on specified routings, fares
- Stopovers, transfers and surcharges
- Incorrect RBD (booking class), on LX and on other Airlines
- Incorrect Fare Basis & incorrect or missing Tour code
- Open or waitlisted sectors (where reservation is required)
- Eligibility and Applicability of fare issuance ( e.g. Seamen, Global Products, AD/Pep offers)
- Non adherence to LX Booking Procedures

### **2. Exchange Audit**

- Missing rebooking fee, calculated per transaction
- Incorrect calculations of reissue/rerouting
- Missing fee in case of name change/correction (for correction a new PNR must be created by the agent and old ticket to be refunded against CHF 50.- via BSP, following approval of agency support)

### **3. Plating Violation**

In case of plating violation (IATA Resolution 852, Designation and Selection of Ticketing Airline), SWISS will always charge a flat fee of CHF 200.00 per ticket. Where OAL fare rules require plating on the OAL document (CAT 15), we will have to charge the full YY-IATA fare, as SWISS is charged with the full YY-fare by the OAL.

### **4. Commission Audit**

- Over-collection of commission (standard & supplementary)

### **5. Tax & International surcharge audit**

Incorrect collection of taxes and international surcharges; i.e. missing taxes, wrong altered taxes, and missing or wrong international surcharge amounts and already used taxes refunded by mistake.

### **6. Refund audit**

- Incorrect calculation of refund amount, taxes and fuel
- Incorrect application of cancellation penalty (e.g. in case of no-show)
- Missing fee in case of name change/correction
- Incorrect calculation of refunds commission amount
- Incorrect form of payment on refunds (versus sale)
- an agent issues twice the same ticket – same dates/same flights/same classes/same fares – CHF25 penalty will be deducted via GDS refund system

### **7. Unreported Sales / Double Usage**

- Tickets which are sold, but not reported and later flown, are charged up to applicable fare
- Tickets which are flown, but refunded, will be charged according to issued fare/refund

### **Amendments**

Swiss International Air Lines Ltd. reserves the right to amend and/or to adopt and/or to partially delete the ADM-policy at any time. We always aim to grant enough lead time to ensure manageable implementation by the travel agents.

### GLOSSARY & IATA REFERENCES

#### 1. Glossary

PNR	Passenger name record
RBD	Reservation booking designator
ET / ETKT	e-ticket
O&D	Origin & Destination
EoT	End of Transaction
VMPD / VMCO	Virtual miscellaneous document ( replacement process for manual MCO)
EMD-S / EMD-A	Electronic miscellaneous document S = standalone / A = associated
ADM	Agency debit memo
ACM	Agency credit memo
BSP	BSP Billing and Settlement Plan
GDS	Global Distribution System
GSA	General sales agent
CoC	(Carriers) Conditions of Carriage
FVS	SWISS Accounting department
FVR	Swiss Refund department

#### 2. IATA resolutions supporting booking policy of SWISS

**IATA resolution 824**, §3.2 Passenger Sales Agency Agreement:

"3.2 All services sold pursuant to this Agreement shall be sold on behalf of the Carrier and in compliance with Carrier's tariffs, conditions of carriage and the written instructions of the Carrier as provided to the Agent. The agent shall not in any way vary or modify the terms and conditions set forth in any Tariff. Document used for services proved by the Carrier, and the Agent shall complete these documents in the manner prescribed by the Carrier."

**IATA resolution 830a**, §1 Consequences of Violation of Ticketing and Reservation Procedures:

"[...] 1. Agents be reminded that practices such as listed herein, in other applicable Resolutions, or in Carriers written instructions, but not limited thereto, violate the governing conditions referred to above. They harm Members' legitimate interests and can accordingly result in action being taken under the provisions of the Sales Agency Rules and Passenger Sales Agency Agreement.

E.g. charging the Agent with the difference between the fare applied and the fare applicable to the service in accordance with Member's tariff.

[...]

1.15 Deliberately making duplicate reservations for the same customer.

1.16 When reservations for a group are not confirmed, attempting to secure the required service by requesting this in smaller numbers in individual transactions

1.17 making reservation transactions without the specific request of a customer

1.18 making an amendment to a booking that has previously been issued as an e-ticket without either revalidating or reissuing, as applicable, the original ticket to reflect the new itinerary

1.19 voiding tickets without cancelling corresponding reservations

1.20 failing to split PNRs in cases where not all passengers included in the PNR are ticketed.

1.21 failing to observe the prescribed minimum connecting times."

### 3. IATA resolutions supporting ticketing policy of SWISS

Some of the IATA Resolutions supporting the SWISS ticketing policy: (Please note that all defined terms in the following IATA Resolutions shall have the meaning as mentioned/defined in the respective IATA Resolution.)

#### **IATA resolution 824, Passenger Sales Agency Agreement:**

§3.1 "the agent is authorised to sell air passenger transportation on the services of the Carrier and on the service of other carriers as authorised by the Carrier. The sale of air passenger transportation means all activities necessary to provide passenger with a valid contract of carriage. The sale of air passenger transportation means all activities necessary to provide a passenger with a valid contract of carriage including but not limited to the issuance of a valid Traffic document and the collection of monies therefor. The agent is also authorised to sell such ancillary and other services as the Carrier may authorize;"

§3.2 "all services sold pursuant to this Agreement shall be sold on behalf of the Carrier and in compliance with Carrier's tariffs, conditions of carriage and the written instruction of the Carrier as provided to the Agent. The Agent shall not vary or modify the terms and conditions set forth in any Traffic Document used for services provided by the Carrier, and the agent shall complete these documents in the manner prescribed by the Carrier;"

#### **IATA resolution 850m, Issue and Processing of Agency Debit Memos (ADMs):**

"1.1 The ADM serves to notify an Agent that unless there is some justification to the contrary, the Agent owes the issuing BSP Airline the amount shown on the ADM for the reasons indicated.

1.2 ADMs are a legitimate accounting tool for use by all BSP Airlines to collect amounts or make adjustments to Agent transactions in respect of the issuance and use of Standard Traffic Documents issued by the Agent. Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or a local representation of Agents, or through the applicable local joint consultative forum.

1.3 ADMs are to be specific in their detail as to why a charge is being made."

**IATA Resolution 852**, §2.1 regulates the selection of Validation Carrier, for the issuance of documents on behalf of the Carrier and in compliance with Carrier's validation principle; the agent shall comply with the instructions issued by the BSP/ARC and the ticketing Carrier in relation to the issuance and reporting of electronic tickets:

"2.1 the ticketing airline shall be any BSP Airline participating in the transportation, or a BSP Airline acting as the General Sales Agent for any airline participating in any sector of the transportation in the country of ticket issuance, provided that the selection of Validating Carrier conforms to the requirements of the fare rules where applicable and subject to the existence of a valid interline agreement between the ticketing airline and each transporting airline,"

**IATA Resolution 890, Card Sales Rules** §1- 4, states that the Agents shall comply with the resolution and instructions issued by the BSP Manual and the ticketing Airline in relation to acceptance of cards.

#### **IATA Resolution 049x, Fare Changes**, "resolved that,

1) Transportation shall be subject to the fares and charges in effect on the date on which full payment is made, for travel on the specific dates and journey shown on the ticket

2) Provided no voluntary change is made to the originating flight, no increase in fare effected through a change in fare level, a change in conditions governing the fare, or cancellation of the fare itself, shall apply

3) In the event of a voluntary change to the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the change is made and is reflected on the ticket

4) in the event payment is made prior to confirmation of reservations for the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the confirmation is made"

#### **IATA resolution 830a**, §1 Consequences of Violation of Ticketing and Reservation Procedures

"1. all agents be reminded that practices such as listed herein, in other applicable Resolutions, or in Carriers' written instructions, but not limited thereto, violate the governing conditions referred to above. They harm Members' legitimate interests and can accordingly result in action being taken under the provisions of the Sales Agency Rules and Passenger Sales Agency Agreement, e.g. charging the Agent with the difference between the fare applied and the fare applicable to the service in accordance with Member's tariff."