

POS INDIA ADM POLICY FOR MSC AND O&D VIOLATION

Jet Airways ADM Policy for **Married Segment Control** (MSC) and **Origin & Destination** (O&D) Violation will be revised for POS India with effect from 01st May, 2016. The revised ADM policy applies to both Domestic & International journeys.

Married Segments:

Married segment is a term used to identify two or more segments in an itinerary which are actioned as a single unit (set).

Married segments are indicated in the itinerary with asterisk (*) as shown in the example below.

1 9W2308W 30AUG S BLRMAA* SS1 0930 1035 /E
2 9W 613W 30AUG S MAAIXZ* SS1 1200 1410 /E

Partial cancellations of Married Segments is not permitted in the PNR.

Agents must never break married segments. Agents that break married segments to the mere scope of gaining access to otherwise unavailable classes will be charged with ADM. In case of married segment violation to gain access, Jet Airways will issue ADM and such agent will be charged a penalty as set forth in the consequences for policy violation. The booking of an O&D in separate availability requested per leg shall also be considered as a married segment abuse.

The agent that issues the ticket will be held liable in case of any 9W booking policy violations. This can occur even in scenarios where an IATA agent issues a ticket for a booking that has been created by a Non-IATA agent. **An ADM will be raised for the fare difference between the Y class fare and the fare collected.**

Origin - Destination (O&D) availability abuse:

Agents must never break the origin-destination availability to get a better availability access. Availability is based on point of Sale (POS): O&D. Availability on a flight may differ from POS to POS. Booking should be created using the OD availability and not segment availability. When a flight shows an "Availability Display" as part of a connection, the entire connection or travel option must be sold together. Bookings sold initially must not be separated and arrive at an OD pair.

When POS availability is used from one country where the availability is higher than the availability of point of Origin and it is ticketed from the POS of origin it would be considered as a violation of Incorrect Availability.

Example: Agent in POS IN books LHR BOM BKK where the availability is in K class, but for POS GB on the same flight is available only from Q class and the above is ticketed in K in POS GB, it would be considered an incorrect Availability used for ticketing and ADM will be raised.

The agent that issues the ticket will be held liable in case of any 9W booking policy violations. This can occur even in scenarios where an IATA agent issues a ticket for a booking that has been created by a Non-IATA agent. **An ADM will be raised for the fare difference between the Y class fare and the fare collected.**

Prepared by:

Issue Date: 18th April, 2016

**Revenue Management,
Policies, Procedures & Processes**