MARRIED SEGMENT CONTROL (MSC)

Jet Airways is in the process of upgrading its Revenue Management system to Origin & Destination Control with effect from 23rd September, 2015.

In order to ensure that the Origin & Destination Controls are maintained in the Availability and PNR, **Married Segment Control** (MSC) will also be implemented by EOD 24th September, 2015.

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

Once MSC is activated, partial cancellations of Married Segments will not be permitted in the PNR.

Note: There will be no impact of MSC implementation on existing bookings. MSC control will start applying on the existing PNRs, only if the itinerary of existing PNRs is amended post implementation of MSC.

ADM Policy for Married Segment Control (MSC) and Origin & Destination (O&D) Violation

Married Segments:
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 actual Origin/Destination (O&D) pair used for booking and the O&D pair ticketed, plus an ADM fee of USD 300 (or equivalent in local BSP currency) per segment/passenger.**

***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 actual Origin/Destination (O&D) pair used for booking and the O&D pair ticketed, plus an ADM fee of USD 300 (or equivalent in local BSP currency) per segment/passenger.**