



TITLE: RWANDAIR (WB) BOOKING AND INVENTORY POLICY /AGENCY DEBIT MEMO(ADM) POLICY.

I. INTRODUCTION

RwandAir is experiencing significant and exorbitant expenses for travel agency abusive GDS booking behavior and herding of inventory. We urge all Travel Agent reservations staff to strictly follow procedures and regrettably, non-compliance of these rules will result with debit to the agency.

All booking/Reservation/ticketing activities for RwandAir flights are monitored by various robotic applications as well as by the Central Reservation Control Team at our Headquarters in Kigali, Rwanda. Hence, as of 1st Jan 2021, RwandAir will charge a flat USD 5.00 fee per instance, where an instance is defined as per segment per passenger to all booking mal-practices listed in **Article I -Booking procedures** below, and note that this could be changed unilaterally at any time without advance notice. We will penalize any inventory abuse by raising an ADM in the amount of USD 5.00 per instance. Travel agents which request availability for more than 75 transactions without issuance of a ticket, will be charged USD 0, 10 for any extra transaction above the 75 requested. Other measures we will be taking include removal of access to inventory, cancellation of commercial agreements, and removal of ticketing. We have the full support of our GDS partners in this initiative who are equally keen to the removal of abusive behavior.

An example of "**per instance**" on a single PNR with 3 passengers and 2 segments is equivalent to 6 instances. If a PNR has been churned, that is when the ticket time limit is approaching, has been rebooked to circumvent system cancellation, and this ends up as unproductive then RwandAir will charge USD 5.00 per instance. RwandAir Debit Memo/Booking policy applies to all GDS users; accredited and non-accredited travel agencies as well as an entity accessing RwandAir internal reservation system via internet or any other electronic means. RwandAir holds the right to change its Debit Memo/Booking policy at any time and post it on its web site. Therefore, it is the responsibility of travel agent to update its employees and digital system of our regulations as stipulated on our web site. Please be aware that if you are working with sub-agents, and you provide your pseudo city code to facilitate bookings, you are responsible for their GDS activities. Your sub-agents are your responsibility.

II. DEFINITION

1. ADM: Agency Debit Memo
2. GDS: Global Distribution System
3. NDC: New Distribution Capability
4. IATA: International Air Transport Association
5. PNR Passenger Name Record,
6. Speculative/Fictitious Booking: Bookings made in an anticipation of a sale where no definite passenger exists/ or for productivity purposes where no definite passenger exists by using fake names.
7. Administrative Booking: Bookings created for testing/agency training/business tracking services (printing itineraries or invoices)
8. Churning: Segments that are repeatedly cancelled and re-booked to circumvent time limits or to meet GDS/NDC aggregator productivity.
9. Duplicate Bookings: Booking more than one Segment/PNR for the same passenger for the same/different route.
10. No-show: inventory Spoilage caused by Travel service providers' failure to issue tickets and or cancel un-ticketed reservations.
11. Inactive Booking: segments in PNR with status code PN, HX, UN, NO, SC, TK, UC, US or WK.
12. Availability Abuse: requesting for availability for more than 75 times without issuance of ticket or booking.

III. SCOPE

Accordance to the IATA 850 Article 2.1 (Passenger Agency Conference Resolution Manual) and Resolution 830A, RWANDAIR takes the opportunity to specify the Rwandair Revenue Recovery Policy concerning the Reservation and Fare Audit process and the related procedures of sending and settling ADM's (Agency Debit Memo).

All resolutions agreed by the Passengers Agency Conference will be applied.

This policy applies to all GDS/ NDC aggregator subscribers including travel agents and any person or entity accessing RWANDAIR internal reservation system content via the Internet or any other electronic means. It is the responsibility of the GDS/ NDC aggregator subscribers to ensure that all of its employees, agents and contractors, in all of its locations are familiar with this policy.

The scope of the audit not exhaustive will be applied to what is mentioned on conditions below

Following conditions defines different violations on booking and other violations or non-compliance practices which will result in the issuance of ADM i.e. a debit will be raised to the booking/ticketing agent.

Article I BOOKING VIOLATIONS

I.I. BOOKING PROCEDURES

Travel Agents must refrain from below booking practices but not limited to:

I.I.1. Speculative/Fictitious Bookings:

- a. Post departure bookings
- b. Bookings made with fake names. Not limited to, but such as surnames ABC/FGHJK/.
Initials like *A/B/C*. Names of celebrities.
- c. Impossible Bookings: Itinerary with bookings illogical for passenger to meet such as multiple destinations, bookings with connections that depart before arrival of the inbound flight.
- d. Booking created to block the space or to reach the CRS designated productivity count, if there is not definite passenger.
- e. Booking not cancelled immediately when passenger notifies travel service provider of cancellation
- f. Open segments entered for other purpose than that of ticketing purposes.
- g. Repeatedly high cancellation ratio.

I.I. 2. Administrative Bookings:

- a. Test PNRs; such bookings must not be created in live mode; test mode shall be used for this purpose.
- b. Bookings created for agency training
- c. Bookings created for business tracking purposes.
- d. Bookings made for sole purpose of obtaining customer Visa and other similar documents
- e. Bookings created to keep copy of itinerary

I.I. 3. Inactive Bookings:

- a. Failure to remove all inactive codes HX, UN, NO, UC, SC, TK, US, PN or WK status codes from PNR.

IV. CONDITIONS OF ISSUING AN ADM

When the desired waitlisted segment is confirmed, all other waitlisted segment are no longer needed, must be removed.

****Agent should monitor queues regularly and remove all inactive segments.**

I.I. 4. Duplicate Bookings:

Duplicate bookings: booking more than one reservation for the same passenger within one or more CRS. The following are considered duplicate booking if:

- a. The same flight number are on the same or different date. Flight segments in a PNR are active or passive
- b. Different flight numbers for the same city pair for the same or a different date
- c. Different destination point on the same or different date
- d. Same or nearby Airport
- e. Similar itinerary booked on another airline and WB

I.I.5. Availability Request:

Availability Request abuse: requesting for availability from our CRS that you want make bookings for. It will be considered as an abuse on availability if

- a. You request for availability and you end up not making the booking.

I.II TICKETING AND TIME LIMIT RULES

- a. Churning: Segments that are repeatedly cancelled and rebooked to circumvent time limits or to meet GDS/ NDC aggregator productivity (Churning)
- b. No-show: Inventory spoilage caused by Agent's failure to issue ticket and/or cancel un-ticketed reservations.
- c. Questionable cancellations prior to the scheduled flight.
- d. Time Limit requirements and fair rules must be adhered to and ticket must be issued according to the booking status. Confirmed status may not be used unless received from
WB. Forced-sell segments to HK status and ticket issued will show UC in WB system.
Agent will be debited the difference between the class forcibly booked/issued and the full fare on the route plus the general policy penalty in para-2, page-1.
- e. Confirmed ticket issued for a not-confirmed booking e.g. forced quote ticket.
- f. Agent must not create a PNR in order to check the fare and other information
- g. Agent must not book itinerary in one class of service and issue ticket in another class of service.

Article IT OTHER VIOLATIONS

Violations	Scope of Audit	Outcome	Cost Recovery Fee
11.1. Private & Corporate fares Abuse	Where we have Private or other special fares, and agent does not adhere to the pax eligibility criteria or fare rules and conditions. An ADM will be sent to the travel agent where passengers holding tickets with special Tour Operator fares are not eligible to travel with these fares, for instance when a Tour Operator fare is sold Without any additional services or if the minimum required level of these services (in regard to WB rules) is not reached. Applying corporate discounts on tickets Applying corporate discounts on tickets sold to passengers who are not employees of the contracted corporate.	Debit will be raised to Booking/Ticketing agent	Difference between fare paid and first unrestricted public fare in the same cabin will be charged.
11.2. Contractual missing or incorrect information on the ticket	Such as but not limited to;- Corporate Information, - Ticket Designator/tour code,-special fare basis,- Ticket Number on EMD or missing EMD number on the Ticket,-Fare Calculation box in case of reissue, Incorrect collection of taxes and surcharges, Missing taxes/surcharges	Debit will be raised to Booking/Ticketing agent	Variable amount ADM will be raised According to Fare rules+ all other charges

h. Ticketing must be done in the same CRS in which the original booking is made.

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11.3. Commissions, service <i>fee</i> , surcharges and taxes violations	Incorrect collection of taxes and surcharges, Missing taxes/surcharges, Wrongly altered taxes/surcharges, and Already used taxes refunded by mistake	Debit will be raised to Booking/Ticketing agent	Fare/tax/ commission difference will be charged.
11.4. Group Bookings/Hidden group	Conditions specified in the WB groups tool contract will be audited such as <i>fare</i> , taxes and surcharges, number of passengers travelling (minimum 10 passengers). Groups must be plated on the airline ticket stock specified in the group section of the distribution contract between agent and WB. Non-materialization of group (less than 10 clients travelling) are charged retrospectively per ADM for each No Show passenger. ADM is calculated	Debit will be raised to Booking/Ticketing agent	Plating on a different carrier ticket stock than specified in the contract will raise an ADM of 200 USD for each ticket. Non-Materialization WB will charge accordingly, Hidden Groups- WB will charge accordingly.
11.5. No show segment for a void/refund Ticket	Verification of holding bookings with voided/refunded/fictitious tickets without cancelling the booking.	Debit will be raised to Booking/Ticketing agent	NO-SHOW, charges will apply as per fare rules.
11.6. Plating Violation subject to IATA resolution 852	Abuse of carrier identification plate(CIP)/plating conditions on WB/OAL plate where the fare rule/fare note does not allow to do <i>so</i> , regardless if the ticket is auto or manually priced. This could also occur in the case when Private fares of other airlines are used on WB ticket stock or for any other fares for which WB plate is not allowed (pricing rule: "sales restriction and flight application").	Debit will be raised to Booking/Ticketing agent	In case of Plating violation, ADM will be charged as per fare rules.

11.7. Wrong Routing not permitted on third carrier /wrong booking class on third carrier.	In case of wrong booking class or routing not permitted, ADM will be raised.	Debit will be raised to Booking/Ticketing agent	Penalty will be based on the applicable fare as per the billing carrier plus 5% of the amount administration fee
11.8. Name change	Where names are changed on WB stock only.	Debit will be raised to Booking/Ticketing agent	Applicable name update fee as per WB policy
11.9. Cross border ticketing	Ticket issuance in such a way it appears that the travel commences in a different country than is actually the case or containing flight segments not intended for use	Debit will be raised to Booking/Ticketing agent	Fare difference between fare purchased and the fare where actual travel commences charges will apply as per fare rules.
11.10. Fare/sales violation	Validation on the compliance of fare and sales conditions on all purchased tickets (e.g. advance purchase, agency applicability, add-on fares, blackout period, booking class, under collection of fare, booking flight (OAL) carrier conditions, sale date validity, travel date validity/seasonality violation, stop over surcharge, up sell charge for class upgrade, combination condition, in/max stay conditions, under collection of taxes and fees, weekend surcharge, child/infant discounts and all other special discounts, date of birth check, expiry of fare, Pricing Unit Concept (PUC).	Debit will be raised to Booking/Ticketing agent	Fare/tax/commission difference will be charged as per rules

11.11. Fare violation for tickets issued with open/request status	Validation on purchased tickets with open/request status where confirmed reservation is required	Debit will be raised to Booking/Ticketing agent	Fare Violation will be charged as per rules.
11.12. Refund violation	Validation on documents claimed for refund, duplicate refund check. Incorrect calculation of refund amount, taxes and fuel Incorrect application of cancellation penalty (e.g. in case of no-show), Incorrect calculation of refunds commission amount.	Debit will be raised to Booking/Ticketing agent	Fare/tax/commission difference will be charged as per rules
11.13. Reissue violation/ uncollected change fee	Validation on reissued documents	Debit will be raised to Booking/Ticketing agent	Fare/tax/commission difference will be charged as per rules
11.14. Minimum Connecting Time (MCT) violation	Verification on bookings that undercut required MCT	Debit will be raised to Booking/Ticketing agent	Fare/tax/commission difference will be charged as per rules
11.15. Incorrect or missing Baggage allowance	Verification on baggage allowance printed on the ticket vs. the actual allowance approved for applicable fares/Point Of Sales (POS)/deal	Debit will be raised to Booking/Ticketing agent	ADM Charged as per fare rules.
11.16. Origin & Destination (O&D) violation (Married segment control)	Verification on bookings that do not follow the O&D logic and other various practices used to manipulate the system to accept bookings made against the married segment logic. When segments are married, restrictions apply to partial segment cancellation	Debit will be raised to Booking/Ticketing agent	Fare difference between fare purchased and the fare where actual travel commences charges will apply as per fare rules. For booking and the O&D pair ticketed, plus an ADM fee of USD 200 for economy and USD 400 for business

11.17. Illegal class mix/Travel audit	A booking made with an illegal combination of classes in order to secure space that is not then ticketed at the correct price. Validation on flown coupon vs. ticketed coupon (e.g. comparison between RBD on both coupons, flight number/flight date mismatch, ticketed vs. flown routing, collection).	Debit will be raised to Booking/Ticketing agent	Fare difference to first higher fare where mix class is permitted or Fare Difference between flown RBD to ticketed RBD
11.18. Credit Card charge -back	In case RWANDAIR is debited by the credit card acquirer for purchase rejection by passenger, credit card misuse or fraud case on a ticket issued by the agent, RWANDAIR will charge the agent for the cost. The agent is always responsible for checking the validity of the credit card and to ensure that the card holders signature is provided or to secure the eligible website fore-tickets purchase	Debit will be raised to Booking/Ticketing agent	WB will charge the agent for the cost
11.19. Ticket Not Reported	In case of discrepancy in the sales information/reporting of agents, an ADM is issued. This can be due to reasons such as an unreported ticket or cases in which flown tickets are missing in BSP/ARC sales reporting.	Debit will be raised to Booking/Ticketing agent	Value of Unreported sale.

V. TRAVEL AGENTS, GSAS, ONLINE TRAVEL AGENTS (OTAS) AND AIRLINE STAFF OBLIGATIONS

Travel Agents obligations are described in IATA Resolution 824 and ARC ARA in which it is stated that all tickets must be issued in compliance with the Carriers' fares, conditions, general conditions of carriage and written instructions provided to them.

VI. TRAVEL AGENTS', GSA'S, AND OTAS BEST PRACTICES

Train their staff to comply with RWANDAIR booking policy guidelines and also with IATA Resolutions and ARC -ARA -ADM Procedures:

-);> Make available the Carriers' General Conditions of Carriage to the customer and advise the customer of the fare conditions, eligibility when required and free baggage allowance.
-);> Inform customers that RWANDAIR will honor flight coupons only if used in sequence and from the point of origin as displayed on the ticket. Otherwise the ticket will be rendered invalid, customer denied boarding and no refund will be accepted.
-);> Inform customers that at any time, customers could be charged the fare difference (plus change fee, if applicable) between the paid travel plan and the effective one, or risk denied boarding. Travel Agents should take payments systematically for any changes made to the original booking.
-);> Inform the Carrier of all Pseudo City Codes (PCC) / office IDs linked, bridged or emulated to its main agent codes. The carrier will hold the agent fully responsible for all bookings made by all PCCs/office IDs linked to their agent codes
-);> The Agent undertakes to only book from the availability display for the O&D (origin & destination) concerned and not by subverting married segment controls before or after EOT (end of transaction) on other O&Ds.
-);> Action all queues on daily basis and Delete all HX, NO, UC, UN & US segments 24 hrs prior to departure to minimize GDS/ NDC aggregator costs.
-);> Reservations must consist of the full names of each customer as in the customer's passport.
-);> Reservations/ticketing training in "live" PNRs is not permitted, only in the GDS/ NDC aggregator training mode.
-);> Use fare levels and fare basis as stipulated by the carrier. All fares must be applicable at date of ticketing.

- > Inform passengers that the Airline reserves the right to collect any differences in taxes implemented by respective Government Authorities.
- > Ensure that the baggage allowance on the ticket is in accordance with the fare conditions and the ODS/ NDC aggregator.
- > Agents subscribed to multiple ODS must issue tickets in the same ODS/ NDC aggregator where the booking is made, and not to generate unnecessary ODS/ NDC aggregator costs.
- > Check passenger's eligibility for Private and other special fares (e.g. Seaman, Corporate, Labor etc.) or Tour Operator (TO) fares, before issuing a ticket and to inform the passenger that the proof of eligibility may be requested by the Airline at any time. The Airline reserves the right to settle with the customer or alternatively an ADM shall be raised on the Travel Agent (e.g. in case of passengers holding tickets with corporate fares without being eligible to travel with such fares).
- > To ensure that when an ADM is disputed, the response is specific in detail and the relevant supporting information is sent to RWANDAIR to the address indicated on the ADM.
- > Not to dispute an ADM where the reason is valid and evidence to the contrary is not available.
- > To raise all disputes as per BSP/ARC guidelines applicable.

VII. RWANDAIR'S RESPONSIBILITY

- > Aim to minimize irregularities in issuing/managing tickets through audits.
- > Provide as much information and detail about the reason a charge is being made in order to ensure its accuracy.

A. GENERAL ADM PROCESS WORLDWIDE

In compliance with IATA Resolution 850 m and ARC ARA processes,

- > An ADM can be sent out by the airline via BSP/ARC Link within 9 months after final travel date. When final travel date cannot be established, expiry date of the document will be used. After this period, payments will be settled directly between the travel agent and the airline.
- > In line with IATA Resolution 850m, RWANDAIR will send ADMs via BSP/ARC link with no financial consequences during the latency period (14 days or period fixed by the local BSP/ARC -link organization).
- > When making a dispute, a valid and clear justification must be provided at all times.
- > Otherwise dispute cannot be handled. Responsible behavior in case of ADM disputes is required from both the Travel Agent *IOT*As and the Airline staff.

- >- Please mention your contact details for an efficient handling by WB.
- »> RWANDAIR will reply to your dispute within 60 days (in consistency with IATA Resolution and ARC ARA procedures) giving a clear explanation of acceptance or denial of the dispute.
- >- RWANDAIR Should reject a dispute and Agent wants WB to re-investigate, agent is requested to respond to WB within 14 days to provide additional new information. Otherwise ADM will be submitted for settlement to BSP/ARC linlc
- »> For non BSP/ARC cases, the ADMs shall be circulated by respective RWANDAIR local office.

VIII. ADM DISPUTE

- >- RWANDAIR shall endeavor to handle rejected or disputed ADMs in a timely manner in compliance with applicable IATA resolutions and regulations. Where an agent has disputed an ADM within the latency dispute period provided (14 days or period fixed by the local BSP/ARC -link organization) the dispute was sent to the address notified on the ADM in question, RWANDAIR will endeavor to handle rejected or disputed ADMs in a timely manner in compliance with applicable IATA resolutions and regulations. The travel agent can dispute the ADM as per the "Latency period" applicable in respective BSP/ARC country/market practice.
- >- RWANDAIR shall evaluate the reasons for the dispute and approve where it is proved that the charge was not due.
- >- For any un-resolved disputes, RWANDAIR reserves the right to deduct the disputed amount from applicable Agent's incentive program.

RWANDAIR expects travel agents not to dispute an ADM where the reason is valid and evidence to the contrary is not available and to raise all disputes as per applicable BSP/ARC guidelines. If the dispute is invalid or evidence to the contrary is not available, and this is repeatedly done minimum administration charge could apply.

IX. CONTACT INFORMATION

E-mail addresses to contact for ADM/ACM queries and issues are:

RevenueAccounting@rwandair.com