

Annexure 2 – Summary of GDS misuse and ADM Rate

No.	GDS Abuses	Description	Identification Parameters	ADM Rate
1	Duplicate Bookings / Segments	Duplicate or multiple confirmed bookings that remain active without cancellation in the same month	Booking for a passenger on same Origin & Destination, same segment Date & IATA, PCC, on same or different Flights, same or different class and across same or different PNRs	Active booking/segment transaction X number of passengers X \$15
2	Churning	Churn refers to repeated booking & cancellation within the same PNR	Booking for a passenger on same Origin, Destination, Segment Date, Flight, PCC, PNR, Agent name and IATA with different booking class. Threshold for ADM – 3 churns for Economy and 8 churns for Business & First class are allowed.	\$15 per violation in a PNR beyond threshold X number of passengers.
3	Fictitious/ Test Bookings	Fake bookings which are made to block inventory.	All fictitious or test bookings such as Smith/A/B/C/D/E created.	Booking/segment transaction X number of passengers X \$ 15
4	Passives Bookings (Not ticketed/Not cancelled)	Passive segments if not ticketed or not cancelled.	Passive segments are identified with help of the status code GL,AK, DS, AN, BK, BN,BS, GN, HN, MK, ML, PK, QK, QN YN,GK,PN,MN,PU,NO and YK	Booking/segment transaction X number of passengers X \$ 15
5	Waitlist Segments not cancelled not ticketed	Segments that are waitlisted or do not hold confirmed inventory in airline system	Waitlist segments are identified with help of the status code PA, PB, PC, PD, RL, DL, HL,LL, PL, WL, AL, BL, JL, XL & TL Threshold for ADM - Maximum 2 waitlist segments in a PNR. Beyond 2 is considered as misuse.	Waitlist booking/segment transaction X number of passengers X \$ 15
6	Invalid Booking Class	Invalid bookings class violations are those Violation for which particular sale of RBD is not permitted.	Bookings other than First Class P, F Business Class J, C, D, R Economy Class Y, H, M, B, K, I, Q, T, G, N, L, U, O, E.	Booking/segment transaction X number of passengers X \$ 15
7	DS segments not cancelled not ticketed	These are open segments with unspecified flight/carrier. Sometimes used for connection flights, preceding/following waitlisted segments.	DS segment can be identified with help of status code	Booking/segment transaction X number of passengers X \$ 15
8	Bookings without valid ticket numbers	Booking with invalid, false, restricted, used, refunded, voided ticket numbers	Active (not cancelled) bookings which are not ticketed before departure is considered as violation	Booking/segment transaction X number of passengers X \$ 15
9	Inactive segments	Failure to action the booking messages/communications	Segments with UN, NO, HX, WK, WN, UC, UL, DL status.	Booking/segment transaction X number of passengers X \$ 15

Note: - For the complete Reservations, Ticketing and ADM policy, please refer to local Oman Air representative.