

JAPAN AIRLINES
AGENCY DEBIT MEMO POLICY AND PROCEDURE FOR TRAVEL AGENTS
IN ARC USA

In accordance with IATA Resolution 850m, Japan Airlines (JAL) hereby revises its Agency Debit Memo (ADM) Policy to be applied in ARC USA.

This ADM policy is valid from 2nd JULY 2018 until further notice.

Details

1. General

JAL will raise ADMs to collect amounts or make adjustments to agent transactions in respect of the issuance and use of ARC Standard Traffic Documents in ticketing/EMD, reissues and refunds. When penalty charge is clearly mentioned, we issue ADMs based on the amount.

2. Scope

In ticketing/EMD, reissues, refunds with automated and/or manual fare quotes of all fare elements for published and private fares validated on JL.

The scope covers but is not limited to;

- Fuel surcharges
- Taxes and/or any government or local authority charges
- change fees, refund fee and/or applicable charges stated as part of the ticketing conditions or specifically informed by JAL.
- Charge back cases or using unauthorized Credit Card defined on IATA Resolution 890
- Newly created PNRs or updated PNRs
- Commission: Ensuring correct commission or recall commission has been applied correctly.

3. Violation of ticketing

3.1 JAL will issue ADM and claim USD50 as penalty charge per passenger for following violations, in addition to fare difference.

- Required ticket fields

For missing required inputs such as Endorsement box, conjunction ticket number, the original ticket number, etc.

- TOUR CODE

For missing/incorrect/invalid Tour Code.

- Ticketing Method

- For not applying the ticketing method specified by Ticketing Instruction or fare rule.
- Inappropriate Use of JAL Validation
 - For usage of 131 CIP when JL is not included in the itinerary.
- Incorrect Carrier use
 - For including carriers or code share flights when the fare rule/ticketing instruction does not allow.
- Ticketing Incomplete Itinerary
 - For issuing with WL or open segments when the ticketing instruction and/or fare rule does not allow.
- Abusive or Fraudulent Ticketing
 - For disregarding fare rules/JAL ticketing instruction such as using incorrect class or different class from the PNR, WL sector as HK, hidden city, beyond-destination and cross border, etc.
- Ticketing Passive Segments
 - For issuing passive segments not substantiated by the corresponding active segments.
- Unacceptable Credit Card
 - For charge back cases or using unacceptable Credit Card.
- Fictitious Ticketing
 - For manually inserting a fictitious or previously used ticket number that does not match with passenger and/or existing itinerary in the PNR.
- Stopover Violation
 - For failing to collect applicable stopover fee or for ignoring the stopover restriction.

3.2

We will not accept Agents own card or any physical cards, virtual cards and Virtual account numbers issued in the name of the Travel Agent or someone acting on behalf of the Travel Agent. Upon violation a penalty of 10% will be imposed on the transacted amount paid by the Travel Agent through alternative transfer methods. This pertains to IATA Resolution 890.

4. Violation of booking

When the corresponding action is detected, ADM will be issued according to the amount specified for each item.

Item	JAL international Booking policy	Description	Penalty Charge
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Duplicate Bookings	Article1	For booking multiple seats on the same or conflicting flights on single or multiple PNRs for a same passenger.	USD50 Per segment /per passenger
Fictitious name	Article2	For fraudulent, fictitious or speculative bookings.	USD50 Per segment /per passenger
No Show	Article3	For failure to use confirmed space booked in your CRS	USD50 Per segment /per passenger
Invalid Name Change	Article4	For changing/correcting passenger name field.	USD50 Per segment /per passenger
Churning	Article5	For repeatedly cancelling/booking same itinerary in the same or different classes on one or more PNRs.	USD50 Per segment /per passenger
Married Segment Control Violation	Article6	For intentionally breaking Married Segment Control	Difference in fare will be charged between the highest applicable normal published fare of the applicable cabin and the fare collected. Per segment /per passenger
Forced Reservations	Article7	For manually forcing reservation	USD500 Per segment /per passenger
POC violation	Article8	For creating segments not in the right booking sequence	USD500 Per segment /per passenger
Incorrect Usage Of Booking Class	Article9	For not issuing in booking class specified by the fare, or for issuing in different booking class than the PNR.	USD50 Per segment /per passenger
Fictitious Booking	Article10	For fictitious bookings.	USD50 Per segment /per passenger
Scattered booking	Article11	For making group bookings in multiple PNRs	USD50 Per segment /per passenger
Secure Flight Passenger Data	Article13	For failure to register SFPD	USD50 Per segment /per passenger
Disregarding Cabotage	Article15	For disregarding the cabotage rule issued by each government.	presented each time
Inactive GDS Segment	Article16	For failure to remove the un-ticketed/unwanted active/passive segments at least 24 hours before departure	USD50 Per segment /per passenger

5. Processing of ADMs

- ARC is exclusive medium through which ADMs must be billed and disputed. .

- ADMs will be issued through ARC within 9 months of final travel date or refund date of the related STDs.
- JAL will provide specific details as to why the ADM is raised.
- Agent shall have a maximum of 15 days to dispute an ADM through ARC prior to its submission to ARC for processing.
- All disputes must be addressed and submitted with detailed information including supporting documents.
- JAL will revert within 60 days via ARC stating acceptance or denial of the dispute with clear explanation.
- Disputed ADMs will not be settled through ARC during the review.
- If no disputes are raised, ADMs will be settled by the next ARC remittance.

6. Governing law

- The contents is to be interpreted by the law in conformity with Japanese law

End

JAL Booking Policy for International Sectors

Japan Airlines has established JAL Booking Policy to offer passengers a greater number of seats

We appreciate your observance of our policy for reserving, booking or ticketing air transportation on all JAL group flights. Travel agencies who issue tickets for other travel agencies must inform them to comply our policy. JAL establishes this policy based on IATA resolution: 824,3.3.1, 824,3.3.2 and 830a.

For GDS/CRS practices that are considered a violation, JAL reserves the right to issue ADMs, cancel all abusive bookings and cease any agencies access to view, book and do ticketing through GDS terminals. Please refer to 「JAPAN AIRLINES AGENCY DEBIT MEMO POLICY AND PROCEDURE FOR TRAVEL AGENTS」 for our ADM practice. Thank you for your understanding and cooperation.

Details

Article1. Duplicate Bookings: Booking multiple seats on the same or conflicting flights on single or multiple PNRs for a same passenger.

It is not allowed to create duplicate bookings for the same passenger for any reason. Definitions of Duplicate Booking are follows.

- (1) Same section of routes on the same day are reserved
- (2) Same section of routes on dates in close proximity to each other are reserved
- (3) Different section of routes on the same date are reserved; or
- (4) It is reasonably considered that the Passenger cannot use all of the seats reserved.

Article2. Fictitious Name: Booking in fraudulent, fictitious or speculative name.

It is prohibited to make reservation with fictional /fabricated name for any reason.

Article3. No Show: Not boarding without cancellation of booking before departure

Change/Cancellation must be made before the departure of the flight being changed /cancelled. On-ward sectors of No Show PNR may be cancelled.
(Regardless of ticketed PNRs or un-ticketed PNRs)

Article4. Invalid Name change: Changing or fixing of name after creating PNR

Passenger name should be same as per Passport name. You may not change the name of a passenger with a reservation to another person's name. It is also forbidden to transfer tickets to others. Furthermore, when refunding a ticket after purchase, cancellation or refund charges will be collected.

Article5. Churning: Repetition of creating and cancelling PNR for the purpose of extending TLC

Avoid repeatedly cancelling and rebooking the same itinerary to circumvent the ticket time limit or for any other reason.

Please issue a ticket by the ticketing time limit of fare rule or TLC specified in the PNR when making a reservation.

Article6. Married Segment Control Violation: Dividing of the O&D itinerary with Married Segment Control (Defined the Married Segment Control in IATA RESO 1777.1.1.2)

Married segment is a term used to identify two or more segments in an itinerary.

Availability is different depending on O&D itinerary. It is inhibited to cancel the partial segment of married segment after booking fictitious O&D itinerary.

- It is inhibited to divide a married segment on purpose.
- All reservation, fare calculation and issuance of ticket needs to be done as unit of O&D itinerary
- In case of changing the itinerary (adding or cancellation of segment), cancel ALL O&D itinerary and re-book the new O&D itinerary.
- In case of detecting MSC violation, we will require cancellation of the booking or instruct for rebooking in correct ways.

Article7. Forced Reservations: Force booking non-available class by abuseful handling
Verification on forced bookings by various practices used to manipulate the

system with the intention to circumvent JAL inventory to obtain seats in RBD.

Article8. POC (Point Of Commencement) violation: Booking in different order from the itinerary intended by the customer

Creation of segment (s) not in the right booking sequence as per the journey passenger intends to travel, with the intention to circumvent JAL inventory to obtain seats in RBD (s) which may have not been available when the same was requested.

Article9. Incorrect Usage of Booking Class: Booking different class with the class defined by fare rule

Booking and ticketing must be made in the appropriate booking class and must correspond with a valid fare and fare rule for the complete itinerary.

Article10. Fictitious Bookings: Fictitious booking that not requested from passengers Agencies can create a test or training PNR only in the training mode of a GDS provider. Creating any fictitious bookings including testing or training bookings is not permitted.

Article11. Scattered Booking:Group booking of the same itinerary must not be separated PNRs

Creating individual PNRs to disguise the size of a group is not permitted.
Bookings of 10 or more passengers on the same flight must be created in the same PNR.

Article12. Ensure to input Passenger contact

Travel agency must provide its phone number, the name of inquiry person, the passenger contactable phone number or Email and also local contact number.

Article13.Ensure to input Secure Flight Passenger Data

SFPD is required by the government depending on the destination. Please input SFPD into the PNR by the deadline.

Article14. Required minimum connecting times

We do not accept reservations for itineraries that do not satisfy minimum connecting times of each airline.

Article15.Disregarding Cabotage

There is a restriction for domestic flight carriage between 2 cities within same nation by each nation policy. Creating bookings disregarding Cabotage is not permitted.

Article16. Inactive GDS segments

Unnecessary segments must be cancelled including inactive segments with status codes of HX, NO, UC, UN etc. at least 24 hours prior to flight departure.

Article17. Passive segments

Passive segments shall be created for the purpose of ticketing only.

Passive segments created for ticketing must be cancelled at once after issuing ticket at least 24hours prior to flight departure.

Article18.Queues

Please inform passengers of any schedule change, flight cancellation or other exceptional circumstance informed by JAL.

Travel Agency is responsible for promptly working all queues.

Article19. Multiple GDS

Please book and ticket passenger itineraries in the same GDS.

End