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△ **RESOLUTION 830a**

CONSEQUENCES OF VIOLATION OF TICKETING AND RESERVATION PROCEDURES

PAC1(45)830a(except USA) Expiry: Indefinite
PAC2(45)830a Type: B
PAC3(45)830a

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△ WHEREAS IATA Members are granting IATA Accredited Agents access to Standard Traffic Documents; and

△ WHEREAS custody, completion, issue, reissue, validation and revalidation of such traffic documents are governed by Members' tariffs and the ticketing procedures furnished to Agents through ticketing systems, and as described in the Travel Agent's Handbook, copies of which are furnished to Agents by the Agency Administrator and compliance with which is mandatory upon each Agent under the terms of the Passenger Sales Agency Agreement; it is

RESOLVED that,

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1. all Agents be reminded that practices such as those listed herein, in other applicable Resolutions, or in Carriers' written instructions, but not limited thereto, violate the governing conditions referred to above. They harm Members' legitimate interests and can accordingly result in action being taken under the provisions of the Sales Agency Rules and Passenger Sales Agency Agreement. e.g. charging the Agent with the difference between the fare applied and the fare applicable to the service in accordance with Members' tariffs.

1.1 entering incomplete or incorrect reservation entries, such as reservation booking designators that do not correspond to the fare paid, or reservation requests on a ticket/miscellaneous charges order (MCO), thereby allowing travel at less than the applicable fare,

1.2 inaccurately completing or omitting to complete the 'not valid before' and/or 'not valid after' boxes on a ticket contrary to the conditions governing the fare applied, thereby allowing travel at less than the applicable fare,

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1.3 issuing a ticket or MCO for more than one passenger, except as authorised for certain MCOs,

1.4 changing or omitting the name of the passenger,

1.5 changing the "Form of Payment" or failing to carry this forward to the new ticket or MCO,

1.6 changing the currency of payment or failing to carry this forward to the new ticket or MCO,

1.7 failing to carry forward all restrictions to the new ticket or MCO,

1.8 failing to obtain endorsement(s) from carriers when required,

1.9 failing to complete correctly the “Issued in Exchange For” entries and/or the “Original Issue” entries, and/or failing to carry these forward to the new ticket or MCO,

1.10 failing to ensure that when conjunction tickets or MCOs are issued, the conjunction ticket or MCO numbers are shown on all conjunction tickets or MCOs,

1.11 changing the point of origin,

- ☐ **1.12** issuing/selling a ticket with a fictitious point of origin or destination in order to undercut the applicable fare (cross border selling)

1.13 failing to observe the applicable rules for Designation and Selection of Ticketing Airline (Resolution 852) and/or designating transportation on such parties' services where a valid interline agreement between the ticketing airline and the transporting party does not exist,

1.14 cancelling or amending a customer booking and/or Electronic Ticket without the express permission of that customer,

- ☐ **1.15** deliberately making duplicate reservations for the same customer,

- ☐ **1.16** when reservations for a group are not confirmed, attempting to secure the required service by requesting this in smaller numbers in individual transactions,

- ☐ **1.17** making reservation transactions without the specific request of a customer and/or,

- ☐ **1.18** making an amendment to a booking that has previously been issued as an eticket without either revalidating or reissuing, as applicable, the original ticket to reflect the new itinerary and/or,

- ☐ **1.19** voiding tickets without cancelling corresponding reservations and/or,

- ☐ **1.20** failing to split PNRs in cases where not all passengers included in the PNR are ticketed and/or,

- ☐ **1.21** failing to observe the prescribed minimum connecting times.

2. In this Resolution the use of the singular may also be taken to include the use of the plural, where the text so permits and vice versa.

- ☐ **Editorial Note:** Any references to MCO in the provisions contained in this Resolution mean the Neutral Multiple Purpose Document (MPD) or a similar document available to Agents in a BSP.
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