

Sabre Fare Guarantee Policy / Debit Memo Procedure

Sabre
Quick Reference

OVERVIEW

Sabre is committed to providing accurate and high-quality fare information to its customers via the Sabre® system. Therefore Sabre guarantees the payment of debit memos resulting from fare or tax under-collected tickets that meet all Policy criteria for reimbursement.

Air carrier fares are constantly changing and Sabre operates a rigorous system to provide its travel agency customers with the best information it can, including using the latest industry and carrier specified pricing applications to ensure accuracy.

Please note that the Policy is comprised of all of the procedures, requirements, and exclusions regarding reimbursement eligibility that are contained in the following pages. Please be sure that prior to submitting a debit memo for reimbursement, you have read and are familiar with the entire Policy (not just the highlights).

Note: The Sabre Fare Guarantee Policy is subject to change and/or cancellation at any time without notice. Sabre's fare guarantee is subject to the conditions and limitations described herein, and Sabre reserves the right to determine in its sole discretion whether a debit memo meets the criteria for reimbursement.

WHAT IS COVERED

To be eligible for reimbursement, debit memos must comply with certain guidelines, including but not limited to, the following:

- Phase 3 ticket auto-priced AND auto-ticketed through the Sabre system as indicated by a Fare Calculation Indicator (FCI) code of 0,2, or 6 on the ticket or
- Phase 3.75 ticket for which Sabre determines the discrepancy is a pricing discrepancy and pricing was not modified during ticketing
- *Automated Exchanges* (Cat 31) Reissues with auto-priced FCI code are eligible for review subject to existing Fare Guarantee provisions. See "What is Not Covered" related to *Automated Exchanges* (Cat 31) transactions.
- The ticket associated with a debit memo must have been already used for travel

PERIOD COVERED

For all tickets issued by Sabre connected travel agencies, the Policy will apply to debit memos received by Sabre within **twelve (12) months** of the ticket issue date, regardless of the debit memo issue date.

WHAT IS NOT COVERED

Tickets issued which are a clear undercharge in Sabre determination. This applies to all tickets, including those resulting from reservations made through automated means (such as web site booking tools) which do not require a travel agent's intervention for ticketing.

Debit memos for tickets resulting from or associated with misuse of the Sabre system, intellectual property theft, fraud or any other noncompliance with the Sabre Subscriber Agreement are not eligible for reimbursement.

Debit memos resulting from errors in pricing caused by an airline or other non-Sabre party are not eligible for reimbursement.

Debit memos resulting from or associated with the types of fares and ticketing practices listed below are **not** eligible for reimbursement:

1. Phase 4.0 tickets
2. Phase 3.5 tickets
3. Phase 3.75 tickets when the ticket price was modified during ticketing
4. Service fees, administrative fees and processing fees assessed by an air carrier
5. Over-collection of fares or taxes
6. Penalties assessed by an air carrier
7. Invalid discounts
8. Shortfalls resulting from add collects, refunds and exchanged tickets using non-Automated Exchanges (Cat 31) Transactions
9. *Automated Exchanges* (Cat 31) transactions associated with the following:
 - ③ Debit memo issued as a consequence of a manual override on the original ticket being exchanged/reissued
 - ③ *Plus-Up Pricing* value applied to the new ticket is less than the *Plus-Up Pricing* value applied to the original ticket, resulting in a debit memo
 - ③ Original ticket has been previously exchanged through a non-Automated Exchange (Cat 31) method
 - ③ Ticket endorsements, Ticket designators and tour code discrepancies (including negotiated fares automated tour code)
 - ③ Original ticket presented for an exchange contains non carrier filed data with no intervention by *Sabre Travel Network* (Examples of, but not limited to: Direct Fare Filing delivered by the Sabre MyFares application, Third party vendors)
 - ③ The newly priced ticket in an exchange transaction contains non carrier filed data with no intervention by *Sabre Travel Network* (Examples of, but not limited to: Direct Fare Filing delivered by the Sabre MyFares application, Third party vendors)
 - ③ The *Automated Exchanges* request is automatically redirected to classic *Refunds and Exchanges* when the Category 31 rule is not filed by the airline
10. Tickets that are manipulated and subject to the overrides listed below
 - Tax exemptions – Travel agency is responsible for showing proof of tax exemption status to the Airline
 - Commission, Incorrect use of tour codes, Ticket designators
 - Endorsement violations
 - Plating fees as defined by air carrier's plating agreements
 - Carrier Validation override
 - YQ/YR issues associated with the agency selection of a Validating Carrier
 - Canceled and re-booked itineraries for the purpose of extending the ticketing limit as defined by the air carrier
 - Passive Segment bookings and fees - usage of passive status codes (e.g., GK or BK)
 - Point beyond ticketing when passenger did not travel as ticketed, no shows
 - Back to back ticketing as defined by the air carriers
11. Baggage Allowance
12. Paper ticket fees
13. Open segment itineraries

Credit Card charges made by the airline for incorrect credit card authorization codes, use of incorrect credit card, over-extending floor limits, or use of black-listed or stolen cards

13. Open segment itineraries
14. Errors in pricing caused by actions of the carriers and/or non-Sabre parties
15. Tickets priced using third party supplier or vendor data with no intervention by Sabre
16. Fare quotes
17. Handwritten tickets and pre-paid tickets
18. Airline schedule change messages and teletype messages not received by the agency
19. Ghost tickets, printer problems and outages, refund penalties
20. Failure to report a ticket during a sales reporting period
21. Misuse of the *Sabre* system, intellectual property theft, fraud or any other noncompliance with the Sabre Subscriber Agreement
22. ADMs for unused tickets (future travel) will not be processed until after travel is completed
23. Fare that was a clear undercharge
24. Inactive Segment Violations, Passive Segment bookings, (e.g. HX / GK / BK), Failure to cancel HK segments and associated fees
25. Debit Memos resulting from discrepancies in applicable rule restrictions filed by the carrier in a text-only format (often seen as a "NOTE" in the Sabre rule display)
26. Transactions on airlines with "Guaranteed Ticketing" level of participation in Sabre
27. Use of Force Connection (X), or Force Stopover (O) to undercut *Sabre* system auto pricing
28. Use of optional pricing qualifiers such as Break in Fare (BF) and No Break in Fare (NB) to undercut Sabre auto pricing in violation of stated airline booking practices
29. Booking practice to obtain sold out inventory, Illegal connections
30. Failure to meet TSA Mandated Secure Flight passenger data requirements
31. Violations of airline policies (examples of, but not limited to: Ticketing agreements, WN mixed class booking, Eligibility requirements, Residency, Exchange policies, Forms of payment)
32. Debit memos resulting from errors in non carrier filed data with no intervention by *Sabre Travel Network* (Examples of, but not limited to: *Direct Fare Filing delivered by the Sabre MyFares application*, Third party fares)

The types of fares and ticketing practices not subject to reimbursement under the Policy are not limited to the examples listed above. The foregoing list may be amended at any time by Sabre without notice and in its sole discretion.

MAILING ADDRESS

Sabre
C/O Sabre Air Pricing Team
P O Box 1793, Royal Exchange
NSW 1225

FAX NUMBER AND EMAIL ADDRESS

FAX 02 8204 2523
E-Mail SPBSPSupportTNANZ@sabre.com

ACKNOWLEDGEMENT RESPONSE AND PAYMENT PROCESSING

Sabre will respond by e-mail, acknowledging receipt of your request. If you should need confirmation sent to another location, the e-mail address will need to be included in your correspondence.

- Debit memos that are determined to be the responsibility of Sabre will be paid directly to the agent. Agents can access payment details via their agency statement which can be found on eservices.sabre.com
- Sabre will analyse and research debit memos within 60 days of their receipt. Depending on the facts and circumstances surrounding the debit memo, in some cases, a longer period of time may be required before analysis of a debit memo can be completed and a final determination regarding reimbursement can be made.
- **Agency Disputes** - Debit memos that are determined to be the responsibility of the agency will be disputed back to the agency via an email. It is the responsibility of the agency to settle the ADM with the airline. No payments will be processed. Sabre reserves the right to determine, at its sole discretion, whether a debit memo meets the criteria for reimbursement.
- **Airline Disputes** - Debit memos that are determined to be invalid or issued due to the fault of the airline will be disputed back to the airline with proof of pricing. An email will be sent to your agency informing you of our decision to dispute. It is the responsibility of the agency to process the ACM with the airline if payment was already made to the airline.

ACKNOWLEDGEMENT RESPONSE AND PAYMENT PROCESSING

- 1. What is the Sabre Fare Guarantee Policy?** The policy is a set of procedures and guidelines describing the circumstances where Sabre will guarantee the pricing accuracy of air carrier tickets. If the conditions of the policy are met, Sabre will credit the travel agent's account. Sabre reserves the right to determine, at its sole discretion, whether a debit memo meets the criteria for reimbursement.
- 2. Does the policy cover over-collected fare, tax or commission discrepancies?** No. Any debit memos or other claims associated with over-collection of fare, tax or commissions is not covered. Any debit memos associated with commissions are the sole responsibility of the agency.
- 3. Where can I obtain information regarding debit memo processing?**
 - *Format Finder*TM help system page locator – whoov055
 - SPBSPSupportTNANZ@sabre.com – for questions and status request
- 4. Will I receive notification that Sabre has received my debit memo?** Sabre will notify the sender via an email message within 24 hours of our receipt.
- 5. What is the timeframe for the conclusion of a debit memo?** Sabre will analyse and research debit memos within 60 days of their receipt. Depending on the facts and circumstances surrounding the debit memo, in some cases, a longer period of time may be required before analysis of a debit memo can be completed and a final determination regarding reimbursement can be made.
- 6. Why are agent-priced and handwritten tickets not included in Sabre's Fare Guarantee Policy?** Sabre cannot be responsible for the use of formats that can be used to override fare rules. The use of these pricing formats compromise the accuracy of pricing, and Sabre cannot be responsible for any resulting debit memos.
- 7. Who can I contact regarding questions about the Policy's application to a particular ticket?** Before contacting Sabre be sure to first verify that the ticket either has the Fare Calculation Indicator (FCI) on the issued ticket for the auto-priced/autoticketed number (0, 2, or 6), or is a Phase 3.75 ticket for which pricing was not modified during ticketing. Next, determine if the debit memo meets the other reimbursement criteria listed in the Policy. If you still have questions about the ticket, send an email to SPBSPSupportTNANZ@sabre.com
- 8. Will Sabre guarantee under-collected fare amounts that the agency should have known were wrong?** In situations where Sabre determines a debit memo resulted from a fare that otherwise meets the Policy's requirements for reimbursement, but the agency should have reasonably known the fare listed in the Sabre GDS was wrong (e.g. SYD to AKL for \$18.00), the debit memo is not eligible for reimbursement. This includes debit memos resulting from reservations made through automated means (such as Web site booking tools) which do not require a travel agency's intervention for ticketing.
- 9. What time period is covered by the fare guarantee policy?** Debit memos received by Sabre within twelve months of ticket issuance date, regardless of the debit memo issue date, can be submitted for research. Debit memos received by Sabre outside the appropriate validity period will not be eligible for consideration and will be returned to the submitting travel agency for reconciliation with the issuing air carrier.
- 10. Does this mean that air carriers will not issue debit memos for tickets older than six or twelve months?** Air carriers set their own policies on this issue.
- 11. What happens to ADMs on tickets that have not been used yet?** ADMs associated with tickets where travel is not complete will not be processed until after travel is completed. To meet our 6 month and 12 month timelines, it is important to submit the ADM with all supporting documentation through the normal process.
- 12. How do I know if an airline has issued an ADM?** BSP *link* contains details of ADMs that are issued to an agency. This information can be found on www.bsplink.iata.org . To prevent monies from being debited BSP *link* provides the facility to dispute an ADM within 14days of issue.