



[Pre Notice] Change of Reservation & Ticketing Regulation for Malpractice Case

Korean Air would like to inform you of the changes in reservation & ticket regulations to reinforce and implement penalties for O&D malpractice.

As of **September 1st**, the following O&D malpractice cases will be subject to a monetary penalty if *a ticket* has been issued.

O&D Malpractice Type	Before Sep 1st		After Sep 1st	
Married Segment Control (MSC) Violation	Before & After Ticketing:		Before Ticketing:	
	1 st Offense	Warning	Reservation canceled &	
Manipulation of POC (Point of Commencement) / POS (Point of Sale)	2 nd Offense	Prohibit Reservation & Ticketing for 1 week	1 st Offense	Warning
	3 rd Offense	Prohibit Reservation & Ticketing for 1 month	2 nd Offense	Prohibit Reservation & Ticketing for 1 week
	4 th Offense	KE Agency Contract Termination (Reservation & Ticketing inhibition)	3 rd Offense	Prohibit Reservation & Ticketing for 1 month
			4 th Offense	KE Agency Contract Termination (Reservation & Ticketing inhibition)
			After Ticketing:	
			A penalty of \$600 (Pax/O&D) &	
			1 st Offense	Warning
			2 nd Offense	Prohibit Reservation & Ticketing for 1 week
			3 rd Offense	Prohibit Reservation & Ticketing for 1 month
			4 th Offense	KE Agency Contract Termination (Reservation & Ticketing inhibition)

Thank you for your cooperation and understanding. Please take the time to review and understand all of the subject matters.

※ If you have any questions, please contact your sales representative.

[Korean Air Reservation & Ticketing Regulation for Malpractice Case]

Type	Violation Detail	Result in Violation
Improper Use of Credit Card	Use of travel agency business or employee credit/debit card including sub-agent business/employee credit/debit Card	KE Agency Contract Termination & ARC/BSP Reservation and Ticketing Inhibition
	Use of 3rd party credit card	
	Use of credit/debit Card without card holder's approval	
	Deliberately make cash refunds on credit/debit card purchase as well as overcharge on credit/debit card	
Ticketing	Implication on Fraud Ticket / Ticket Forgery / ITR Forgery	KE Agency Contract Termination
	Fabrication or alteration of discount authorization document	
	Sales unreported / intentionally delayed report	
	Intentionally promote misuse of ticket / coupon sequence*	KE Agency Contract Termination or 1 st : Warning 2 nd : Prohibit Reservation & Ticketing for 2 week 3 rd : KE Agency Contract Termination (Reservation & Ticketing inhibition) *Depending on intentionality

* Please note that intentional issue/selling of 6th traffic tickets (e.g. LAX-ICN-HKG) for 4th traffic itinerary (e.g. LAX-ICN) may result in **debit notes**

Type	Violation Detail	Result in violation
Reservation	Fraudulent use of passengers' personal information without consent ○ Improper use of 3rd party's SKYPASS data	Managed in 4 steps 1 st : Warning
	Late group cancel	2 nd : Prohibit Reservation

	<ul style="list-style-type: none"> ○ 5 days prior to the departure date 	& Ticketing for 1 week
	<p>Change ticket time limit</p> <ul style="list-style-type: none"> ○ Input invalid ticket number to extend Ticket Time Limit ○ TTL extension is not allowed 	3 rd : Prohibit Reservation & Ticketing for 1 month
	<p>Misuse of booking class</p> <ul style="list-style-type: none"> ○ Booking in higher booking class to secure seat in the flight 	4 th : KE Agency Contract Termination (Reservation & Ticketing inhibition)
	<p>Misuse of GDS</p> <ul style="list-style-type: none"> ○ Duplicate booking between GDS ○ Fake booking to receive incentive 	
	<p>Misuse of guideline for name spell change</p> <ul style="list-style-type: none"> ○ Name change without KE's authorization 	
	<p>Violation of O&D booking regulations</p> <p>1) Married Segment Control (MSC) violation</p> <ul style="list-style-type: none"> - Breaking apart married segment logic with malicious intention - Partial use of married segments <p>2) Manipulation of POC (Point of Commencement) / POS (Point of Sale)</p> <ul style="list-style-type: none"> - Availability search with putting dummy segment, which is not for an actual use (POC) - Availability search with applying other office ID, which does not belong to the actual sales region (POS) <p>3) Other types of O&D violations</p>	<ul style="list-style-type: none"> • <u>Before ticketing</u> <p>Reservation cancellation and</p> <p>1st : Warning</p> <p>2nd : Prohibit Reservation & Ticketing for 1 week</p> <p>3rd : Prohibit Reservation & Ticketing for 1 month</p> <p>4th : KE Agency Contract Termination (Reservation & Ticketing inhibition)</p> <ul style="list-style-type: none"> • <u>After ticketing</u> <p>A penalty of \$600 (Pax/O&D) and</p> <p>1st : Warning</p> <p>2nd : Prohibit Reservation & Ticketing for 1 week</p> <p>3rd : Prohibit Reservation & Ticketing for 1 month</p> <p>4th : KE Agency Contract Termination (Reservation & Ticketing inhibition)</p>
Others	Misuse of tour guide PF ticket	Managed in 3 steps
	Operation and service disturbance	1 st : Warning
	Cause customers' complaints and lose KE's reputation due to failure to comply with the guideline	2 nd : Prohibit Reservation & Ticketing for 2 week

	<p>Failure to provide service notifications</p> <ul style="list-style-type: none"> ○ Flight change notice ○ Confirmation notice to waitlisted passengers ○ Ticket restrictions / Fare rules 	<p>3rd : KE Agency Contract Termination (Reservation & Ticketing inhibition)</p>
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* **Married Segment Control**: Management of 2 or more segments connecting within 24 hours as a single journey in 6th traffic itineraries