

Fraudulent Bookings

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Dear Industry Partners,

It has come to THAI's attention that some agents have been manipulating the GDS systems to obtain lower booking classes than available on specific O&D's. This behaviour directly affects THAI's revenue integrity and undermines operational efficiency.

THAI head office are currently auditing and cancelling all fraudulent bookings made in this manner. Please kindly monitor your queues.

Should you have any affected bookings we advise the procedure to be followed:

- Contact THAI's agency sales department via email on agencysales@thaiairways.com.au with details of affected bookings.
- To process upsell reissue, bookings will be sent to THAI's Revenue Management team to reinstate based on the correct booking class that was available at time of booking (not the fraudulently obtained booking class)
- Flight Route and Date must be on the same as ticketed.
- After flight confirmation, the fare must be reassessed to current fare, with applicable fare difference and ADDCOL tax will apply based on the date of reissue.
- Keep the auto generated SSR message showing cancelled due to abusive behaviour in PNR – e.g. **SSR OTHS 1G CNLD DUE TO ABUSIVE BOOKING BEHAVIOR.**
- Change fee will be waived one time only with the Waiver code **TGRC281124C**.
Alternatively, please issue new ticket and original tickets to be submitted for full refund (include YR tax) in BSPlink (via an RA) no fees will be applied (Waiver code **TGAURC281124** and copy of pnr showing cancelled due abusive behaviour)

REFUND APPLICATION: The refund processing fee of AUD66 per ticket will be waived to process refund with this waiver code. ****Please ensure when submitting your RA, to include flight history and Waiver code**

We wish to also advise that any agents that persist in manipulating the system in this way will have their GDS access and ticketing authority removed immediately.

Thank you for your attention to this matter.

