



## FARE AUDIT PROJECT IMPLEMENTATION

17.05.2010  
Frankfurt am Main

Dear Agent,

Air India has appointed a Fare Audit agency to cover all aspects of Fare Audit for airline revenue documents (098/058).

The objective is to avail comprehensive Fare Audit services, across NACIL's network, which aims to identify revenue leakage situations arising out of errors in ticketing and incorrect application of fares and rules. Fare Audit Agency will provide a fully managed end to end revenue recovery solution for both 098 and 058 coded documents

### Auditing for Sale of Document for violations against -

- Ü Published/Unpublished Fares and Fare Rules
- Ü Deal fare
- Ü Commission
- Ü RBD violation on AI/IC coded flights & interlining carriers
- Ü Tax
- Ü Reissue
- Ü Refund
- Ü Raising of Agency Debit Memo (ADM) for above violations
- Ü Generating MIS reports

### Reissue Audit would involve the following -

- Ü Check if the fare basis on the originally issued ticket allows for a reissue
- Ü Re-price the fare and taxes for the new journey/unutilized ticket
- Ü Check whether correct taxes have been applied for the traveled journey and the new journey for reissuing of the partial utilized ticket
- Ü Check if the correct ADC (Additional Collection) is taken i.e. difference in fare, if any, all applicable penalties viz. date change/ no show etc are collected correctly.

An agent can reissue a ticket only if the ticket is originally issued from the same IATA coded location of the agent.

While reissuing a ticket the agent will have to:

- 1) Collect all applicable date change/no show/cancellation penalties as per the fare basis on the original ticket.
- 2) Collect any additional fare/taxes/surcharges as applicable for rerouting/rebooking.
- 3) Recalculate the validity dates viz. NOT VALID BEFORE/NOT VALID AFTER and enter in the ticket record whenever applicable.
- 4) Adhere to all the applicable fare rules and conditions corresponding to the fare basis on the original ticket.
- 5) Make bookings in the applicable/correct RBDs for AI/IC sectors as well as the interlining sectors.
- 6) Enter applicable restrictions in the endorsement box.
- 7) Enter the correct waiver/authority codes given by the airline in the endorsement box if any waivers are sought from the airline.



**When waivers are given for any particular passenger/ group of passengers and the ticket is to be reissued by the agent on the basis of the waiver, sales should communicate the appropriate waiver code to the agent to avoid ADMs being raised at the time of fare audit.**

The waiver code should be a running serial number generated by each station viz. BOM/001, BOM/002 etc. The format for waivers should include the following information :

- Name of the passenger(s)
- Flight Number/Date of Travel
- Fare Basis/ RBD
- Sector of Travel
- PNR
- Waiver Type viz. waiver of date change penalty/no-show/cancellation charge/minimum group size/weekend surcharge etc
- Reason for waiver in detail

Sales team in each station will have to provide the Fare Audit Agency with the following data /information on a regular basis:

The timeframes within which the above data/information has to be provided to the Fare audit agency will be finalized in consultation with the approved agency and may be revised accordingly.

In case of any dispute or clarification, you may contact the Sales / Reservations Dept. under the following numbers :-

- Sales Dept :- 069 25600411
- Reservations Tel :- 069 25600440  
069 25600430  
069 25600423  
069 25600426  
069 25600445 (fax)
- Email :- [sales@airindia.de](mailto:sales@airindia.de)

Thank you for your cooperation

Air India Frankfurt.