INDEX

1. Objectives

- Ensure the airlines inventory integrity, the purpose of the audits is to maintain an integrate inventory, to have as much sales as possible
- Keep a close commercial relationship with travel agencies, through this policy, Avianca will give the guidelines and good practices in the Distribution System.

2. Unproductive practices audit by Avianca

Avianca audits the following unproductive practices and inventory abuse behaviors:

Unproductive Practices:
1. Duplicates
2. Fake Names
3. Fake Tickets
4. Hidden Groups

Inventory Abuse Practices
1. Married Segments Abuse
2. Overbooking in Classes already Closed
3. Point of Commencement Logic Abuse (POC)

Additionally in Avianca, Productivity Analysis are made to travel agencies that have access to the company's inventory.

As a result of the monthly audits, Avianca reserves the right of taking commercial actions in order to ensure the correct use of the Distribution System.

2.1 Duplicates

Refers to two or more reservations for the same passenger active in system at the same time, which their itineraries could be identical, overlap, and non-flyable.

Duplicates can be classified in:

Duplicated PNRs:
PNR created by the same Pseudo City Code (PCC) or office ID will be audited, that contains common elements, such as same passenger (first name and first last name), same primary contact information, with the same or different itinerary.

The itinerary can be classified according to three types:

Identical: reservations actives at the same time, which contains exactly the same origin/destination, flight number and travel date.

Overlap: the itinerary of one PNR is contained within the date range of the itinerary of another PNR.

Non-Flyable: the itinerary dates do not overlap, and the last flight date of the first PNR falls within 48 hours of the first flight date of the second PNR.

Duplicated Segments:
Refers to two or more active segments created on the same reservation, with the same origin and destination, on the same or different flight date and flight numbers.

Recommendation:

- Avoid multiple reservations for the same passenger
- Avoid duplicate segments within the same reservation, same segment with different flight date and number
- Avoid making reservations for the same passenger with different itineraries but overlap flight dates, or non-flyable itineraries
- In the case that father and son have the same name and last name, we recommend you to include in the contact field, a different contact associate to each passenger or frequent flyer number of each passenger.
- In order to identify PNRs for homonyms passengers created on the same Pseudo, we recommend you to include contact data for each passenger instead of agency information.

2.2 Fake names

Names entered incorrectly or with a high probability of not being the name of a real passenger will be considered fake, for example:

- AAA/BBB,
- ABCD/EFGH,
- EXCHANGE/REISSUE
- Any name that includes NULL, NAME, PAX, PASSENGER, TEST, MOUSE, etc.

Airlines at a worldwide level require their passengers first and last name are complete and entered correctly.

Recommendations:

- Please enter the complete passenger name according to the ID required to travel.
- Refrain from creating speculative reservations when there is no intention of traveling or creating reservations to obtain fare quotes or provide customers with an itinerary.
- When a real name could be considered as fake, please save documents that proves that passenger name is real.

2.3   Fake tickets

Reservations that in the ticket field has a different numeration than a real ticket generated by airline system.

Any of the following cases will be considered as fake ticket:

- Fake ticket number
- Real ticket number used previously for another reservation
- Tickets issued for a route different from the one on the reservation
- Tickets issued in the name of a person other than the one on the reservation
- Voided tickets
- Tickets with invalid check digit
- EMD or another accounting fake ticket
- Ticket number entered incorrectly

Recommendations:

- Please refrain from creating reservations with invalid ticket numbers.
- If a ticket is cancelled, cancel the reservation immediately after in order do not block space.

2.4 Hidden Groups

Hidden Group refers to groups that has been booked through individual reservations (10 or more passengers), with the same Origin-Destination, flight date and created by the same agency.

Reservations with issued ticket will not be audited.

Recommendations:
- The group reservations (10 or more passengers) must be required according to the Avianca group procedure.
- Refrain to create speculative reservations that blocks spaces in airline inventory.
- Issue tickets or cancel reservations before they are canceled by the airline's robot.

All the reservations that meets the mentioned characteristics and has not been created under the airlines guidelines for group reservations will be audited.

3. Inventory Abuse Practices

3.1 Married Segments Abuse

Refers to Origin-Destination (O&D) Flight segments sold together, must not be separated, and requires to book connecting flight segments in a single availability display from point of Origin to point of Destination.

Abusive practices of travel agencies to Married Segment abuse are:

- Booking manipulation of married segments in order to brake the Origin-Destination logic.
- Partial cancellation of itineraries
- Booking flights to a fictitious destination in order to find flight availability in a lower booking.

- Creating itineraries with connection segments booked separately, forcing the confirmation when there is no availability in the complete Origin-Destination.

Recommendations:

- Book married segments from the current availability display
- When rebooking, cancel all connecting flight segments of a married Origin & Destination
- Do not circumvent the logic of Origin / Destination trying to get a space in a closed class, in order to obtain a lower rate that does not apply because there is no longer providing the requested service class

It is possible to identify unmarried segments only in the airline host system when a reservation is available.

Avianca has developed tools to identify reservations with unmarried segments; those reservations are cancelled automatically when the Origin-Destination logic has been circumvent.

3.2   Overbooking in Classes already Closed

Overbooking in classes already close, are those reservations made on an unavailable service class that are forced and confirmed by the travel agency through a set of commands that circumvent the system logic.

As a result of the forced overbook, the OBLK indicator is generated in the reservation history, however this indicator can only be identified in the airline host system.

Recommendations:

- Book segments based on availability display
- Do not circumvent the logic of Origin-Destination trying to get a space in a closed class, in order to obtain a lower rate that does not apply.

Take in consideration that the Overbooking in Classes already Closed, is only identified in the Avianca Host System, because in the agency GDS there are not transactions that prove the reservation was taken in a service class that was already closed, since the fraudulent transaction are made before the PNR is generated.

3.3   Point of Commencement logic abuse (POC).

The availability of the airline is based on Origin Destination (O&D) and the Point of Commencement (POC) of the trip, which may differ if the segments are sold separately.

When a PNR is created or modified, the travel itinerary must be sold in chronological order according to the segment schedule.

It will be considered an abuse of the logic of POC when detecting reservations whose itineraries have been confirmed through the use of entries that circumvent the logic of the system, and are not reserved according to availability based on the point of origin of the itinerary.

Any type of manipulation of the PNR will be considered bad practice and Avianca strictly prohibits any type of manipulation in the reservations.

Recommendations:
- Enter the segments of the itinerary according to the chronological order of the passenger's travel intention.
- Book according to the availability provided by the system.
- Refrain to circumvent the POC logic through the use of entries or mechanisms that affect the determination of the point of origin of the itinerary.

4. Travel agency productivity

4.1 Travel agency productivity

Avianca reserves the right to block and inhibit access to inventory for any of the following reasons:
- Unproductive practices on Avianca's inventory
- Fraud
- IATA/ARC status default
- Irregularities in payments to Avianca
- Voluntary deactivation

Avianca reserves the right to not reactivate the access to inventory depending on the severity of the case.

The following steps are required to reactivate access to Avianca inventory:
- The travel agency asks the local Sales Manager to reactivate Avianca inventory.
- Avianca will analyze if it is possible to return the inventory access depending on the reason for inhibition, as a result of the analysis the request will be accepted or rejected.

5. Policy Validity

The information contained in this document is current as of the date of publication. Avianca reserve the right to modify at any time and without notice, effective to the future, the guidelines and general conditions, for the adequate use of the distribution systems contained in this document.

AGENCY NAME	_____	PSEUDOS	_____
LEGAL REPRESENTANT SING	_____	DATE	_____
LEGAL REPRESENTANT NAME	_____	AGENCY SEAL	
FEIN NUMBER	_____		
AGENCY ADDRESS	_____		
CONTACT NUMBER	_____		
Please send a copy of your legal document, as FEIN/RUT/RUC/NIT			