

Frequently Asked Questions Inactive Segment Violations Latin America Region

1. When did Continental begin enforcing the inactive segment rule of the Booking and Ticketing Policy in Latin America?

- Automated Debit Memo (“ADM”) processing of inactive segment violations for IATA accredited agencies began May 15th, 2009. Non-Accredited Subscriber enforcement began March 1st, 2009. The inactive segment audit is based on the travel date.

2. What is Continental’s Booking and Ticketing Policy regarding inactive segments?

- Inactive segments must be removed from the CRS/GDS PNR at least 24 hours prior to the scheduled departure.

3. What is an inactive segment and how is it removed from a PNR?

- The Booking and Ticketing Policy defines an inactive segment as “flight segments within a CRS/GDS PNR with a status code DL, HX, NO, SC, TK, UC, UN, US or WK.”
- The entries below are provided as a courtesy and Continental is not responsible for future changes to CRS/GDS entries. Subscribers should contact their CRS/GDS for any questions, clarification or current entries.

AMADEUS	HE DL
SABRE	FORMAT FINDER
	queuefo023 – QUEUES
	ascov002 – STATUS CODES
WORLDSPAN	INFO SYSQ
	INFO QMINE

- Inactive segments must be removed from the CRS/GDS PNR at least 24 hours prior to the scheduled departure.
- Some examples of an inactive segment include:
 - Schedule changes – CO sends a message with the new flight; the old flight is cancelled and must be removed from the PNR.
 - Elite Upgrade Automation (EUA) – CO sends a message with a first class upgrade segment, the coach segment is cancelled and must be removed from the PNR.

4. Why is Continental asking travel agencies to remove inactive segments?

- Some GDSs charge for inactive segments that Continental deems non productive.

5. What is the ADM charge for an inactive segment violation in Latin America?

- In Latin America, the ADM charge for a violation of the inactive segment rule under the Booking and Ticketing Policy is \$25.00 USD per passenger, per PNR.

6. How can an agency avoid ADM charges for inactive segment violations?

- Consistently working agency queues and removing inactive segments at least 24 hours before departure will prevent an inactive segment violation.

7. What if an agency cannot remove an inactive segment because it is closed in observance of a national holiday in Latin America?

- Only US holidays are taken into account before determining if a PNR contains an inactive segment violation. An ADM issued for an inactive segment violation during a national holiday in Latin America must be submitted to GDS.Distribution@coair.com for review.
- All inactive segment messages received during normal business hours are valid and will not be waived.

8. How does an agency dispute an inactive segment violation ADM?

- Travel agencies should contact their CRS/GDS for a copy of the PNR and its history showing the date and time the inactive segment was properly removed. If the segment was removed at least 24 hours before departure, the agency should use established procedures to dispute the ADM. The agency is responsible for including a copy of the CRS/GDS PNR and its history for Continental to review. ***Disputes submitted without the required CRS/GDS documentation will not be reviewed and collection will proceed.***

9. When can an agency expect to receive an ADM for an inactive segment violation?

- ADMs are issued mid-month for the previous month's departures.

10. How is inactive segment enforcement applied to a Non-Accredited Subscriber in Latin America?

- Since an ADM can not be processed for a non-accredited subscriber, an inactive segment violation will result in the loss of access to view and book Continental's inventory. Booking privileges may be reinstated following payment of violations at the discretion of Continental.

11. How are Non-Accredited Subscribers in Latin America to pay charges for inactive segment violations?

- Payment is to be made at the local Continental CTO.

12. Who can agencies contact with additional questions?

- Contact your CRS/GDS helpdesk or account representative for specific entries, format questions or helpful tools or shortcuts in managing inactive segments and queues.
- Frequently refer to Continental's Booking and Ticketing Policy at www.continental.com/agency for future updates.
- Send questions by email, in English, to GDS.Distribution@coair.com.