

MEMORANDUM

To : ALL PARTNERS
From : Head of Distribution and Commercial System
Ref : GM GDS/001/17
Date : 13th February 2017

With reference to circular VP GDS/001/15 dated 04th March 2015 on the cancellation of unwanted segments, Malaysia Airlines (MH) has identified several Travel Agents that still do not follow MH guidelines.

Our challenge today is to have strong control over our operational costs, of which, productive GDS bookings will be an area of focus.

Leveraging on our longstanding relationship, Malaysia Airlines would like every partner to follow the guidelines as stated below:

1. Cancellation of unwanted bookings before the ticketing time limit (TTL) period;
2. Cancellation of HX, NO, UN and UC segments from GDS PNR, the moment cancellation message sent to GDS/Travel Agent queues; and

Further, Malaysia Airlines will be strict on partners who create fictitious bookings, blocking and abusing MH Inventory.

Malaysia Airlines will be issuing Agent Debit Memos (ADMs) to partners who fail to adhere to our guidelines above. Any unwanted passenger segments not removed by partners from GDS system will be billed at USD15.00, effective 01st April 2017 for booking transactions in the month of March 2017.

As our valuable partner, Malaysia Airlines has full confidence in your cooperation to handle this matter efficiently and promptly.

On behalf of Malaysia Airlines, I would like to thank you for your continued support.

Best Regards,



Giles Ching
Malaysia Airlines Berhad (1116944-X)
Head of Distribution and Commercial Systems