

Point of commencement guidelines

This guideline covers the permitted sequence for booking transactions.

All bookings on Qatar Airways, including flights from other airlines that connect with Qatar Airways flights, are to be created in the right sequence, as per the passenger's intended journey. Any bookings created out of sequence and/or with dummy segments, deliberately or not, therefore obtaining booking classes that may otherwise not be available, will be considered a POC (Point of Commencement) violation. Qatar Airways has implemented an early warning system for POC and O&D violations. An SSR warning message will be inserted in a booking where violations are identified. We strongly recommend that if such an SSR is inserted in the PNR, it should be cancelled immediately and rebooked as per the correct booking practice.

Please note, Qatar Airways reserves the right to raise ADMs even when the warning message wasn't inserted into the booking, providing proof of the violation.

Q.1.

Requesting availability and selling O&D (including waitlisted segments) in sequence of travel

- Check availability for the outbound O&D first
- Book the outbound O&D
- Check availability for the inbound O&D
- Book the inbound O&D

E.g. 1

1. Request outbound availability and sell

**20 NOV LONDOH

```
1  QR 006   J9 C9 D9 I9 R9 UI Y9 /LHR 5 DOH   0800   1745 E0/77W   6:45
      B9 H9 K9 M9 L9 V9 S9 N9 Q9 T9 GL O9 E9 X9
```

2. Request inbound availability and sell

**30 NOV DOHLON

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1  QR 009   J9 C9 D9 I9 R9 Y9 B9 /DOH  LHR 5  0150   0620 E0/77W   7:30
      H9 K9 M9 L9 V9 S9 N9 Q9 T9 GL O9 E9 X9
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1  QR 006   N 20NOV  LHRDOH HK1   0800   1745
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2  QR 009   N 30NOV  DOHLHR HK1   0150   0620
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** Please use the respective GDS entry, since each GDS has a unique entry for requesting availability

Q.2.

Request availability and selling O&Ds (including waitlisted segments) in sequence when other airlines or an interline journey is involved

2.1. For interline bookings, proceed as follows

- Check availability for the outbound O&D first
- Book the outbound O&D
- Check availability for the inbound O&D
- Book the inbound O&D

E.g. 2

1. Request outbound availability and sell

**** 22 MAY MSPDOH**

*AA3686 C7 J7 R7 D7 I0 Y7 B7 /MSP I ORD 3 1609 1750 E0.E75

H7 K7 M7 L7 G0 V7 S0 NO Q0 O0 E2

QR 726 J9 C9 D9 I9 R6 Y9 B9 /ORD 5 DOH 1955 1730+IE0/77W

H9 K9 M9 L9 V9 S9 N9 Q9 T9 GL

2. Request inbound availability and sell

**** 30 DEC DOHMSP**

QR 723 J9 C9 D9 I9 R9 P9 Y9 /DOH ORD 5 0130 0815 E0/77L

B9 H9 K9 M9 L9 V9 S9 N9 Q9 T9 GL O9 W9

*AA3988 C7 J7 R7 D7 I7 Y7 B7 /ORD 3 MSP I 1145 1323 E0.E75

H7 K7 M7 L7 G7 V7 S7 N7 Q7 O7

- | | | |
|----|---------------------------|-------------|
| 1. | AA3686 V 22MAY MSPORD HKI | 1609 1750 |
| 1. | QR 726 V 22MAY ORDDOH HKI | 1955 1730+1 |
| 2. | QR 723 N 30DEC DOHORD HKI | 0130 0815 |
| 2. | AA3988 N 30DEC ORDMSP HKI | 1145 1323 |

2.2. If there is no through availability (connection), proceed as follows:

- Check availability on first sector for outbound journey first (QR or OAL irrespective)

- Book the first outbound sector
- Check availability for the connecting second outbound sector (QR or OAL irrespective)
- Book the second outbound sector
- Book all subsequent connecting outbound sectors in the same manner/sequence
- Check availability on first sector for inbound journey (QR or OAL irrespective)
- Book the first inbound sector
- Check availability for the connecting second inbound sector (QR or OAL irrespective)
- Book the second inbound sector
- Book all subsequent connecting inbound sectors in the same manner/sequence

Segments must be booked as per an O&D at all times, in the right sequence; this also includes itineraries where other airlines are involved. However, in cases where there is no through connection (availability) on the outbound journey, book sectors in the correct sequence irrespective of whether they are OAL or QR sectors.

The same should be applied for the inbound return journey.

This approach can only be used in cases where there are no through connections. If there is through availability, but bookings are made this way, this would be in violation of our OnD policy.

Q.3.

How to change the outbound or inbound O&D of the journey (limited to date and RBD changes only)

Q.3.1. Changing the outbound O&D of the journey:

E.g 3.1

• **Retrieve the PNR:**

2 QR 638 B 18NOV 7 DOHSIN HK1 0220 1455 *1A/E*

3 QR 639 B 30NOV 5 SINDOH HK1 3 0210 0455 *1A/E*

• **Request availability and book the new O&D**

1 QR 638 B 18NOV 7 DOHSIN HK1 0220 1455 *1A/E*

2 QR 638 B 20NOV 2 DOHSIN HK1 0220 1455 77W E O

3 QR 639 B 30NOV 5 SINDOH HK1 3 0210 0455 *1A/E*

• **Cancel the O&D no longer required:**

1 (Cancelled)

2 QR 638 B 20NOV 2 DOHSIN HK1 0220 1455 77W E O

3 QR 639 B 30NOV 5 SINDOH HKI 3 0210 0455 *1A/E*

Final

1 QR 638 B 20NOV 2 DOHSIN HKI 0220 1455 77W E 0

2 QR 639 B 30NOV 5 SINDOH HKI 3 0210 0455 *1A/E*

- End the transaction

Note – while performing a date change for the outbound O&D, ensure the new date is not booked beyond the inbound date.

Q.3.2. Changing the inbound O&D of the journey:

E.g 3.2

- Retrieve the PNR:

2 QR 638 B 18NOV 7 DOHSIN HKI 0220 1455 *1A/E*

4 QR 639 B 30NOV 5 SINDOH HKI 3 0210 0455 *1A/E*

- Cancel the required O&D, without ending the transaction

2 QR 638 B 18NOV 7 DOHSIN HKI 0220 1455 *1A/E*

3 (cancelled)

- Request availability and book the new O&D

2 QR 638 B 18NOV 2 DOHSIN HKI 0220 1455 77W E 0

3 QR 639 B 29NOV 5 SINDOH HKI 3 0210 0455 *1A/E*

- End the transaction

Q.4.

How to amend the itinerary, if the new outbound flight is beyond the original inbound flight (without changing the point of commencement (POC))

E.g 3.3

- Retrieve the PNR

1 QR 852 V 18OCT 5 DOHKUL HKI 0250 1525 18OCT E 0 77W M

2 QR 845 V 28OCT 1 KULDOH HKI 1020 1305 28OCT E 0 77W M

- Cancel all the segment and end the transaction
- Request availability and book the new O&D in sequence i.e. outbound first followed by inbound flight and end the transaction

1 QR 852 V 30OCT 3 DOHKUL HKI 0230 1440 30OCT E 0 77W M

2 QR 845 V 10NOV 7 KULDOH HKI 1020 1305 10NOV E 0 77W M

Q.5.

How to amend the itinerary, if there is a change in the point of commencement (POC)

*Cancel the complete PNR and create a new PNR

Q.6.

Changing the O&D of a journey in an existing booking, when other airlines or an interline journey is involved; (limited to date and RBD changes only)

E.g. 5.1.

- Retrieve the PNR:

2 AA1494 N 20MAR 1 SALMIA HKI 1218 1657 738

3 QR 778 N 20MAR 1 MIADOH HKI 2105 1750+1 77W

4 QR 830 N 21MAR 2 DOHBKK HKI 2015 0635+1 77W

5 QR 837 T 25APR 2 BKKDOH HKI 0230 0545 388

6 QR 707 T 25APR 2 DOHIAD HKI 0845 1630 77W

7 AV 583 S 25APR 2 IADSAL HKI 1805 2030 32N

- Request availability and book the new O&D

1 AA1494 N 15MAR 1 SALMIA HKI 1218 1657 738

2 QR 778 N 15MAR 1 MIADOH HKI 2105 1750+1 77W

3 QR 830 N 16MAR 2 DOHBKK HKI 2015 0635+1 77W

4 AA1494 N 20MAR 1 SALMIA HKI 1218 1657 738

5 QR 778 N 20MAR 1 MIADOH HKI 2105 1750+1 77W

6 QR 830 N 21MAR 2 DOHBKK HKI 2015 0635+1 77W

7 QR 837 T 25APR 2 BKKDOH HKI 0230 0545 388

8 QR 707 T 25APR 2 DOHIAD HKI 0845 1630 77W

9 AV 583 S 25APR 2 IADSAL HKI 1805 2030 32N

• Cancel the O&D no longer required:

1	AA1494 N 15MAR 1 SALMIA HKI	1218 1657 738
2	QR 778 N 15MAR 1 MIADOH HKI	2105 1750+1 77W
3	QR 830 N 16MAR 2 DOHBKK HKI	2015 0635+1 77W

4 (Cancelled)

5 (Cancelled)

6 (Cancelled)

7	QR 837 T 25APR 2 BKKDOH HKI	0230 0545 388
8	QR 707 T 25APR 2 DOHIAD HKI	0845 1630 77W
9	AV 583 S 25APR 2 IADSAL HKI	1805 2030 32N

• Final :

1	AA1494 N 15MAR 1 SALMIA HKI	1218 1657 738
2	QR 778 N 15MAR 1 MIADOH HKI	2105 1750+1 77W
3	QR 830 N 16MAR 2 DOHBKK HKI	2015 0635+1 77W
4	QR 837 T 25APR 2 BKKDOH HKI	0230 0545 388
5	QR 707 T 25APR 2 DOHIAD HKI	0845 1630 77W
6	AV 583 S 25APR 2 IADSAL HKI	1805 2030 32N

• End the transaction

Q.7.

How to amend the route of the initial (original) itinerary for interline bookings, if there is a change in the point of commencement (POC)

E.g. 5.2.

When the customer decides to amend the initial itinerary e.g. SAL-MIA-DOH-BKK and changes to MIA-DOH-BKK, DO NOT cancel only the SAL-MIA segment and keep MIA-DOH-BKK. The entire itinerary has to be cancelled and rebooked.

• Retrieve the PNR:

2	AA1494 N 20MAR 1 SALMIA HKI	1218 1657 738
3	QR 778 N 20MAR 1 MIADOH HKI	2105 1750+1 77W

4 QR 830 N 21MAR 2 DOHBKK HKI 2015 0635+1 77W
 5 QR 837 T 25APR 2 BKKDOH HKI 0230 0545 388
 6 QR 707 T 25APR 2 DOHIAD HKI 0845 1630 77W
 7 AV 583 S 25APR 2 IADSAL HKI 1805 2030 32N

- Route/POC changes from SAL to MIA
- Cancel the entire itinerary
- Request availability and book the new itinerary

****20MARMIBKK**

1 QR 778 Q 20MAR 1*MIADOH HKI 2105 1750 21MAR E O 77W M
 2 QR 830 Q 21MAR 2*DOHBKK HKI 2015 0635 22MAR E O 77L M

- Sell return journey

****25APRBKKSAL*****

3 QR 837 N 25APR 2*BKKDOH HKI 0230 0545 25APR E O 388 M
 4 QR 707 N 25APR 2*DOHIAD HKI 0845 1630 25APR E O 77W M
 5 AV 583 N 25APR 2 IADSAL HKI 1805 2030 25APR E O 32N S

- End the transaction

Additional support from Qatar Airways to help Agents comply with our booking policies:

In addition to providing these guidelines with clear examples, to help our trade partners, Qatar Airways will also be implementing system enhancements that are expected to help our trade partners adhere to POC booking guidelines, at the point of booking creation.

During the booking flow, if the system can identify a POC inconsistency, availability may be restricted or sell might be rejected for the requested itinerary. This will help agents to avoid inadvertent violations of our POC rules.

In cases where these enhanced measures are not able to stop a POC violation at the point of booking, such bookings will continue to be subject to the standard POC violation process. While the system enhancements can help agents to reduce the instances of POC violations, existing QAPAP provisions and our ADM processes remain applicable and in force.

A POC violation ADM will not be raised for journeys involving interline/other airlines (OAL) where a separate ticket is issued on OAL stock for the interline/other airline segment(s), provided all the Qatar Airways segments are booked in the correct sequence of travel.