

Point of commencement guidelines**POC (始发点) 操作指南**

This guideline covers the permitted sequence for booking transactions.

本指南涵盖了卡塔尔航空客票所允许的预订顺序。

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.

卡塔尔航空航班的所有预订，包括含有与卡塔尔航空航班接驳的其他航空公司的航班预订，都应该根据乘客的预期旅程按正确的顺序创建。任何以获得不可用舱位为目的，不按顺序创建的预订和/或有意或无意地使用虚拟航段的行为，都将被视为 POC (始发点) 违规。卡塔尔航空公司已经上线了 POC 和 O&D 违规提示系统。一旦系统提示预订违规，该预订记录中将自动出现 SSR 预警提示。因此我们强烈建议，如果 PNR 中显示此类 SSR 提示语句，则应立刻取消订座并按照正确的预订顺序重新预订。

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.

请注意，即使 SSR 警告语句未显示在预订中，在拥有违规证据的情况下，卡塔尔航空保留开具 ADM 罚单的权利。

Q.1 Requesting availability and selling O&D (including waitlisted segments) in sequence of travel

情形 1：按旅程的出发地&目的地顺序一起申请可用座位以及进行销售（包括候补行程）。

When requesting an availability and selling O&Ds, Travel Agents are required to **book the itinerary in the same sequence as the travel dates**

当按旅程的出发地&目的地顺序一起申请可用座位以及进行销售时，代理商必须**按照旅行日期顺序**进行预订。

- Check availability for the outbound O&D first 首先按出发地&目的地顺序一起申请去程的可用座位
- Book the outbound O&D 按出发地&目的地顺序一起预订去程
- Check availability for the inbound O&D 按出发地&目的地顺序一起申请回程的可用座位
- Book the inbound O&D 按出发地&目的地顺序一起预订回程

e.g 1 示例 1:

1. Request outbound availability and sell

申请去程可用座位以及进行销售

** = 请根据中国航信 e-Term 的具体操作指令查询以及预订航班

**** AV LONDON/20NOV**

1	QR	006	J9	C9	D9	I9	R9	U1	Y9	/LHR	5	DOH	0800	1745	E0/77W	6:45
			B9	H9	K9	M9	L9	V9	S9	N9	O9	T9	GL	O9	E9	X9

2. Request inbound availability and sell
申请回程可用座位以及进行销售

```

** AV DOHLON/30NOV
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

```

系统显示:

1.	QR 006 N 20NOV	LHRDOH HK1	0800	1745
2.	QR 009 N 30NOV	DOHLHR HK1	0150	0620

Q.2 Request availability and selling O&Ds (including waitlisted segments) in sequence when other airlines or an interline journey is involved

情形 2: 当旅程里含有其他航司航段或者联运行程时, 按旅程的出发地&目的地顺序一起申请可用座位以及进行销售 (包括候补行程)。

2.1 For interline bookings, proceed as follows 联运预订遵循以下顺序

- Check availability for the outbound O&D first 首先按出发地&目的地顺序一起申请去程的可用座位
- Book the outbound O&D 按出发地&目的地顺序一起预订去程
- Check availability for the inbound O&D 按出发地&目的地顺序一起申请回程的可用座位
- Book the inbound O&D 按出发地&目的地顺序一起预订回程

e.g 2 示例 2:

1. Request outbound availability and sell
申请去程可用座位以及进行销售

** = 请根据中国航信 e-Term 的具体操作指令查询以及预订航班

```

** AV MSPDOH/22MAY
*AA3686 C7 J7 R7 D7 I0 Y7 B7 /MSP 1 ORD 3 1609 1750 E0.E75
H7 K7 M7 L7 G0 V7 S0 N0 Q0 O0 E2
QR 726 J9 C9 D9 I9 R6 Y9 B9 /ORD 5 DOH 1955 1730+1E0/77W
H9 K9 M9 L9 V9 S9 N9 Q9 T9 GL

```

2. Request inbound availability and sell
申请回程可用座位以及进行销售

```

** AV DOHMSP/30DEC
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 1 1145 1323 E0.E75
H7 K7 M7 L7 G7 V7 S7 N7 Q7 O7

```

系统显示:

1.	AA3686	V	22MAY	MSPORD	HK1	1609	1750
1.	QR 726	V	22MAY	ORDDOH	HK1	1955	1730+1
2.	QR 723	N	30DEC	DOHORD	HK1	0130	0815
2.	AA3988	N	30DEC	ORDMSP	HK1	1145	1323

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

在没有直接的联通航班时，遵循以下顺序：

- Check availability on first sector for outbound journey first (QR or OAL irrespective)
不管是卡航的航班还是其他航司的航班，首先查询去程的第一个航段的可用座位
- Book the first outbound sector
预订去程的第一个航段
- Check availability for the connecting second outbound sector (QR or OAL irrespective)
不管是卡航的航班还是其他航司的航班，查询去程衔接的第二个航段的可用座位
- Book the second outbound sector
预订去程的第二个航段
- Book all subsequent connecting outbound sectors in the same manner/sequence
按照相同的预订方法/顺序预订去程的所有后续航段
- Check availability on first sector for inbound journey (QR or OAL irrespective)
不管是卡航的航班还是其他航司的航班，首先查询回程的第一个航段的可用座位
- Book the first inbound sector
预订回程的第一个航段
- Check availability for the connecting second inbound sector (QR or OAL irrespective)
不管是卡航的航班还是其他航司的航班，查询回程衔接的第二个航段的可用座位
- Book the second inbound sector
预订回程的第二个航段
- Book all subsequent connecting inbound sectors in the same manner/sequence
按照相同的预订方法/顺序预订回程的所有后续航段

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 outbound journey, book sectors in correct sequence irrespective of whether they are OAL or QR sectors.

在任何时候，航段都必须按出发地&目的地一起的正确顺序进行预订，包括含有其他航空公司的航段。然后，如果去程没有直接的联通航班时，不管是卡航的航班还是其他航司的航班，都应按正确的旅程顺序预订航段。

The same should be applied for the inbound return journey.

回程也必须按照正确的旅程顺序预订。

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.

这种操作方法只能在没有直接的联通航班情况下使用。如果在有直接的联通航班情况下，仍然使用了这种预订方法，则会被视为违反了 O&D 政策。

Q.3 How to change the outbound or inbound O&D of the journey (limited to date and RBD changes only)

情形 3：如何按出发地&目的地一起进行去程或回程的更改 (仅限于更改日期和舱位)

When performing a change to the journey, Travel Agents are required to follow following steps:

当需要对旅程进行更改，代理商必须遵循以下步骤：

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

情形 3.1 按出发地&目的地一起更改去程行程：

e.g 3.1 示例 3.1

- Retrieve the PNR: 提取预订编码：

```
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 申请可用座位并按照出发地&目的地顺序一起预订新的航段

```
1 QR 638 B 18NOV 7 DOHSIN HK1 0220 1455 *1A/E*
2 QR 638 B 20NOV 2 DOHSIN HK1 0220 1455 77W E 0
3 QR 639 B 30NOV 5 SINDOH HK1 3 0210 0455 *1A/E*
```

- Cancel the O&D no longer required: 按照出发地&目的地顺序一起取消不需要的航段

```
1 (Cancelled)
2 QR 638 B 20NOV 2 DOHSIN HK1 0220 1455 77W E 0
3 QR 639 B 30NOV 5 SINDOH HK1 3 0210 0455 *1A/E*
```

Final 最后

```
1 QR 638 B 20NOV 2 DOHSIN HK1 0220 1455 77W E 0
2 QR 639 B 30NOV 5 SINDOH HK1 3 0210 0455 *1A/E*
```

- End the transaction 结束交易 (封口)

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

提示-当按照出发地&目的地顺序一起进行日期更改时，请确保预订的新日期时间不晚于回程日期的时间。

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

情形 3.2 按出发地&目的地一起更改回程行程：

E.g 3.2 示例 3.2

- Retrieve the PNR: 提取预订编码：

```
2 QR 638 B 18NOV 7 DOHSIN HK1 0220 1455 *1A/E*
4 QR 639 B 30NOV 5 SINDOH HK1 3 0210 0455 *1A/E*
```

- Cancel the required O&D, **without ending the transaction** 按出发地&目的地顺序一起取消需要修改的航段，而不结束交易（不封口）

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

3 (cancelled)

- Request availability and book the new O&D 申请可用座位并按照出发地&目的地顺序一起预订新的航段

2 QR 638 B 20NOV 2 DOHSIN HK1 0220 1455 77W E 0

3 QR 639 B 29NOV 5 SINDOH HK1 3 0210 0455 *1A/E*

- End the transaction 结束交易（封口）

Q.4 How to amend the itinerary, if there is a change in the point of commencement (POC)

情形4：如果需要更改航程实际出发的时间顺序（始发点），应该如何修改行程？

- *Cancel the complete PNR and create a new PNR 取消整个订座编码，重新预订新编码

Q.5 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)

情形5：当订座编码里含有其他航空公司的航段或者联程航班，按出发地&目的地顺序一起更改行程。（只限于更改日期和订座舱位）

E.g 5.1 示例 5.1

- Retrieve the PNR: 提取预订编码：

2	AA1494	N	20MAR	1	SALMIA	HK1		1218	1657	738
3	QR 778	N	20MAR	1	MIADOH	HK1		2105	1750+1	77W
4	QR 830	N	21MAR	2	DOHBKK	HK1		2015	0635+1	77W
5	QR 837	T	25APR	2	BKKDOH	HK1		0230	0545	388
6	QR 707	T	25APR	2	DOHIAD	HK1		0845	1630	77W
7	AV 583	S	25APR	2	IADSAL	HK1		1805	2030	32N

- Request availability and book the new O&D 申请可用座位并按照出发地&目的地顺序一起预订新的航段

1	AA1494	N	15MAR	1	SALMIA	HK1		1218	1657	738
2	QR 778	N	15MAR	1	MIADOH	HK1		2105	1750+1	77W
3	QR 830	N	16MAR	2	DOHBKK	HK1		2015	0635+1	77W
4	AA1494	N	20MAR	1	SALMIA	HK1		1218	1657	738
5	QR 778	N	20MAR	1	MIADOH	HK1		2105	1750+1	77W
6	QR 830	N	21MAR	2	DOHBKK	HK1		2015	0635+1	77W
7	QR 837	T	25APR	2	BKKDOH	HK1		0230	0545	388
8	QR 707	T	25APR	2	DOHIAD	HK1		0845	1630	77W
9	AV 583	S	25APR	2	IADSAL	HK1		1805	2030	32N

- Cancel the O&D no longer required: 按出发地&目的地顺序一起取消不需要的航段

1	AA1494	N	15MAR	1	SALMIA	HK1	1218	1657	738
2	QR 778	N	15MAR	1	MIADOH	HK1	2105	1750+1	77W
3	QR 830	N	16MAR	2	DOHBKK	HK1	2015	0635+1	77W
4	(Cancelled)								
5	(Cancelled)								
6	(Cancelled)								
7	QR 837	T	25APR	2	BKKDOH	HK1	0230	0545	388
8	QR 707	T	25APR	2	DOHIAD	HK1	0845	1630	77W
9	AV 583	S	25APR	2	IADSAL	HK1	1805	2030	32N

Final : 最后

1	AA1494	N	15MAR	1	SALMIA	HK1	1218	1657	738
2	QR 778	N	15MAR	1	MIADOH	HK1	2105	1750+1	77W
3	QR 830	N	16MAR	2	DOHBKK	HK1	2015	0635+1	77W
4	QR 837	T	25APR	2	BKKDOH	HK1	0230	0545	388
5	QR 707	T	25APR	2	DOHIAD	HK1	0845	1630	77W
6	AV 583	S	25APR	2	IADSAL	HK1	1805	2030	32N

- End the transaction 结束交易 (封口)

Q.6 How to amend the route of the initial (original) itinerary for interline bookings, if there is a change in the point of commencement (POC)

情形 6: 如果需要更改始发点, 如何修改联运航班的初始 (原) 行程?

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.

当旅客决定更改初始行程, 例如把 SAL-MIA-DOH-BKK 修改为 MIA-DOH-BKK, 请勿仅取消 SAL-MIA 航段而只保留 MIA-DOH-BKK 航段。整个行程 SAL-MIA-DOH-BKK 都必须完全取消, 并且重新预订 MIA-DOH-BKK 航段。

- Retrieve the PNR: 提取预订编码:

2	AA1494	N	20MAR	1	SALMIA	HK1	1218	1657	738
3	QR 778	N	20MAR	1	MIADOH	HK1	2105	1750+1	77W
4	QR 830	N	21MAR	2	DOHBKK	HK1	2015	0635+1	77W
5	QR 837	T	25APR	2	BKKDOH	HK1	0230	0545	388
6	QR 707	T	25APR	2	DOHIAD	HK1	0845	1630	77W
7	AV 583	S	25APR	2	IADSAL	HK1	1805	2030	32N

- Route/POC changes from SAL to MIA 路线/始发点从 SAL 改到 MIA
- Cancel the entire itinerary 取消整个行程
- Request availability and book the new itinerary 申请可用座位并按出发地&目的地顺序一起预订新的去程行程

**** AV MIABKK/20MAR**

1	QR	778	Q	20MAR	1*MIADOH	HK1	2105	1750	21MAR	E	0	77W	M
2	QR	830	Q	21MAR	2*DOHBKK	HK1	2015	0635	22MAR	E	0	77L	M

- Sell return journey 按出发地&目的地顺序一起预订回程行程

**** AV BKKSAL/25APR**

3	QR	837	N	25APR	2*BKKDOH	HK1	0230	0545	25APR	E	0	388	M
4	QR	707	N	25APR	2*DOHIAD	HK1	0845	1630	25APR	E	0	77W	M
5	AV	583	N	25APR	2 IADSAL	HK1	1805	2030	25APR	E	0	32N	S

- End the transaction 结束交易（封口）

** = 请根据中国航信 e-Term 的具体操作指令查询以及预订航班

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

卡塔尔航空将提供额外支持，帮助代理商遵守我们的预订政策：

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 partner adhere to POC booking guidelines, at the point of booking creation.

为了帮助我们的贸易伙伴，卡塔尔航空除了通过明确的例子提供这些指引方针外，还将进行系统升级，预计将会帮助我们的贸易伙伴在预订创建时就能遵守 POC (始发点) 预订指南。

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.

在预订的过程中，如果系统可以识别 POC(始发点)不一致，则可用位置可能会被限制或拒绝销售。这将有助于代理商避免无意中违反了我们的 POC (始发点) 规则。

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.

如果这些强化措施仍不能阻止预订时的 POC (始发点) 违规行为，则这些预订将会继续按照 POC 违规流程的标准处理。虽然系统的升级可以帮助代理商减少 POC (始发点) 违规的情况，现有的卡塔尔航空伙伴代理政策条款 QAPAP 和 ADM 罚单流程仍然适用和有效。