

(NO SHOW) POLICY AND PROCEDURE

Date	Reference Number	Implementation Date
01 MARCH 2017	201703011	01 MARCH 2017

This bulletin is an update to bulletin number [201008101](#) that was issued on 08/01/2011, related to No Show fees and policies. This update is applicable to all tickets issued before or after the date of this bulletin.

NO SHOW Ticket definition:

Ticket of a confirmed PNR but haven't issued a boarding pass, and the passenger couldn't arrive at the specified time by Saudia, which caused him/her missing his/her flight.

Collecting No Show fees :

1. By issuing an ---- EMD with the code NSHW in case of S coupon status.
2. Through automated ticket exchange tools like Amadeus ticket changer (ATC), where the system will recognize the date of the flight, calculate the fees automatically and reissue the ticket, in case of the O coupon.
3. In case of O coupon status, then agents should use the automated ticket exchange tools like ATC, where the system will recognize the date of the flight, calculate the fees and reissue the ticket.

Note:

It is not allowed to cancel the reservation and keep an open ticket, in case the guest asked to cancel, then follow one of the procedures:

1. Modify the reservation to a new date and collect the amendment fees.
2. Cancel the PNR and refund the ticket plus collecting the refund fees if any

Domestic flights:

- ❖ Starting 01 March 2017, when dealing with no show cases by using automated ticket exchange tools like ATC or manual process, agents must collect 50% of only the affected coupon value whether the coupon status was (S) or (O), after the flights departure time, for all official payment forms accepted by Saudia.
- ❖ In case of no show, with a (Z) coupon status, due to issuing the boarding pass, then only the affected coupon is not valid for usage or refund, but the guest is entitled to use the rest of the coupons as per their sequence, as mentioned in bulletin 201409161 regarding fail to join procedure.
- ❖ When reissuing the ticket, the validity of the original ticket must be added to the new ticket, whether in the N.V.A or in the FE notes.

If you have any questions or comments on this Bulletin, please contact:

gdssupport@saudia.com

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تعتبر هذه النشرة ملزمة التطبيق، وهي خاصة بالتوزيع إلى مقدمي خدمات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار مقدم الخدمة وفي حال عدم التقيد بذلك سيتعرض مقدم الخدمة للمساءلة القانونية.

International flights:

- ❖ Starting 01 March 2017, when dealing with no show cases using automated ticket exchange tools like ATC or manual process, agents must collect 25% of only the affected coupon value whether the coupon status was (S) or (O), after the flights departure timing, for all official payment forms accepted by Saudia.
- ❖ In case of no show, with a (Z) coupon status, due to issuing the boarding pass, then only the affected coupon is not valid for usage or refund, but the guest is entitled to use the rest of the coupons as per their sequence, as mentioned in bulletin 201409161 regarding fail to join procedure
- ❖ Agents should not deal with super saver tickets (V/N), these tickets are not valid for use after the original travel date that is shown on the ticket.
When reissuing the ticket, the validity of the original ticket must be added to the new ticket, whether in the N.V.A or in the FE notes.

Alfursan reward ticket:

- ❖ It's only allowed to change the time\date of the travel of the same segment, but no rerouting nor class of service change is allowed unless during involuntary cases that are defined in the manual of reservation and ticketing.
- ❖ Revalidation to suspended reward tickets can be done after collecting the no show fees that are displayed in the table below or after collecting the revalidation fees if it was higher than the no show fees that are displayed in the table below.

No Show fees for AL-FURSAN reward tickets:

Area\zone	Economy class	Business class	First Class
Domestic	100	150	200
The Middle East and the Gulf.	350	400	500
Europe (A, B)	400	600	800
Africa	400	500	600
Indian subcontinent (a, b), and the Far East.	400	500	600
America	600	1000	1400

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Connecting flights (6th Freedom and combined fares)

Agents shall use automated ticket exchange tools like ATC to calculate the fee:

- Dealing with coupon fares individually according to sequence regarding connected flights (that have separate fares).
- calculating the complete route as per the specified NUC in the ticket, regarding the connected flights (international/domestic) that have combinable fares / 6th freedom.

Example: ticket with a connecting flight from London to Medina via Jeddah, with an (S) coupon status for the connecting flight:

Calculate the no show fees for the whole route of the connecting flight from the NUC value= 429.89

```

TKT-0652401096033          RCI-          1A LOC-2SLUGA
OD-LONLON SI-          FCPI-0  POI-LON  DOI-25JAN17  IOI-91495891
  1. TEST/TEST MR          ADT          S I
1 OLHR SV 116  L 11FEB1855 OK LKRTUK          O  11FEB11FEB 2PC
2 XJED SV1420  L 12FEB0630 OK LKRTUK          S  12FEB12FEB 2PC
3 OMED SV1446  V 16FEB2020 OK VKRTUK          O  16FEB16FEB 2PC
4 XRUH SV 107  V 17FEB0210 OK VKRTUK          O  17FEB17FEB 2PC
  LHR
FARE  F GBP          607.00
TOTALTAX GBP          155.07
TOTAL  GBP          762.07
/FC LON SV X/JED SV MED M429.89SV X/RUH SV LON5M338.37NUC768.26E
ND ROE0.789732
FE VALD 1Y FRM ISSUE DATE 4 NON USED TKT/1ST TRV USED
FP CCVIXXXXXXXXXXXXX6285/0119/A025316
FOR TAX/FEE DETAILS USE TWD/TAX
    
```

Example: ticket with a connecting flight from Abha to Casablanca via Jeddah, with an (S) coupon status for the connecting flight :

Calculate the no show fees for the whole route of the connecting flight from the NUC value= 669.45

```

TKT-0650000000000          RCI-          1A LOC-34TIVA
OD-AHBAHB SI-          FCPI-F  POI-JED  DOI-15FEB17  IOI-71498011
  1. TEST /TEST          ADT          S I
1 OAHB SV1689  I 02MAR2330 OK IPRJND          S  02MAR02MAR 2PC
2 XJED SV 377  I 03MAR0350 OK IPRJND          O  03MAR03MAR 2PC
3 OCMN SV 372  I 10MAR1830 OK IPRJND          O  10MAR10MAR 2PC
4 XJED SV1656  I 11MAR0625 OK IPRJND          O  11MAR11MAR 2PC
  AHB
FARE  F SAR          5022.00
TOTALTAX SAR          435.00
TOTAL  SAR          5457.00
/FC AHB SV X/JED SV CAS M669.45SV X/JED SV AHB M669.45NUC1338.90
END ROE3.750500
    
```

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Example: ticket with a 6th freedom flight from Bahrain to Toronto via Jeddah, with an (S) coupon status for the departure flight:

Calculate the no show fees for the whole route of the departure flight (Bahrain-Toronto) of the NUC value= 1394.89

```

TKT-0652079385002          RCI-          1A LOC-YAHJ9F
OD-BAHBAH SI-          FCPI-F          POI-BAH          DOI-08DEC16          IOI-07491385
1.TEST/TEST MS          ADT          S I
1 OBAH SV 525          I 09DEC2310          OK IEE3M/NET          O          09DEC09DEC 2PC
2 XJED SV 61          I 10DEC0420          OK IEE3M/NET          S          10DEC10DEC 2PC
3 OYYZ SV 60          L 15FEB1245          OK LEE3M/NET          O          15FEB15FEB 2PC
4 XJED SV 526          L 16FEB1530          OK LEE3M/NET          O          16FEB16FEB 2PC
BAH
FARE          F BHD          742.000
TOTALTAX          BHD          41.700
TOTAL          BHD          783.700
/FC BAH SV X/JED SV YTO1394.89SV X/JED SV BAH577.63NUC1972.52END
ROE0.376100
FE VALD 1Y FRM ISSUE DATE 4 NON USED TKT/1ST TRV USED
FP CCCAXXXXXXXXXXXXX5917/1119/A079004
FOR TAX/FEE DETAILS USE TWD/TAX
SAC-MULTI/USE TWH
    
```

Example: for connecting flights of THRU FARES (domestic flights), then applying no show fees will be from the starting point till the arrival destination e.g. (Medina – Jeddah - Arar)

```

TKT-0652400326789          RCI-          1A LOC-37XDOH
OD-MEDRAE SI-          FCPI-0          POI-JED          DOI-19DEC16          IOI-71493951
1.TEST/TEST MR          ADT          S I N
1 O MEDJED          SV 1429 Q 19DEC 1815          OK S          Q3SVR 19DEC 19DEC 1PC
2 X JEDRAE          SV 1234 Q 20DEC 0700          OK O          Q3SVR 20DEC 20DEC 1PC
FARE          F SAR          330.00
TOTAL          SAR          330.00
/FC MED SV X/JED SV RAE330.00SAR330.00END
FE TKT NON REF/NOT VALD AFTER 1Y FRM FIRST TRVL DATE
FP CASH
    
```

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