



## Sales Strategies

## Urgent Bulletin

استراتيجيات المبيعات

نشرة عاجلة

## Zero Commission for Int'l Tickets Issued In Saudi Arabia

Date: 15-MAY-2012

Reference: 201205151

Effective date: 01-JULY-2012

## Distribution List / قائمة التوزيع

GDSs Travel Service Providers

For information: All Sales Manager &amp; GMs

Saudia will start applying (0%) commission on its international tickets issued by Travel Service Providers in Saudi Arabia effective 11/08/1433H corresponding to 01/07/2012G, like the other airlines operating in Saudi Arabia. Saudia will continue its net revenue flown incentive program, which will improve the level of services offered to the customers and provides travel service providers with incentives on their actual flown revenue starting from (5%) up to (13%) based on measures that will elevate the efficiency and effectiveness of this program. In addition to that, Travel Service Providers will collect service fees from the customers in return to their service. To guarantee the level of service offered to the customers, Saudia will collect a ticketing fee of SAR (50) for international tickets issued through all its direct sales channels with the exception of the internet and self service kiosks.

Accordingly, the following will be applied effective 11/08/1433H corresponding to 01/07/2012G:

1. Cancellation of sales commission for international tickets issued by Travel Service Providers in Saudi Arabia.
2. Travel Service Providers will be allowed to collect their own service fee for the issuance of Saudia's international tickets. This service fee should not be included in the ticket fare or sales report or remitted to Saudia's account.
3. The service fee for international tickets will be collected for all approved (DG50) discounted tickets.
4. Corporates, institutions and vendors that have direct contracts with Saudia (Commercial Accounts) will be exempted from service fee collection.
5. Government ticket requests will be exempted from service fee collection.
6. Normal Saudia procedures will be applied for reissue and refund.
7. International tickets mean Saudia's tickets with (065) airline code issued on Saudia and other airlines flights from any point in Saudi Arabia to an international destination.
8. Saudia will collect SAR (50) for the issuance of international tickets.
9. Saudia will compensate travel service providers located in areas with no Saudia offices, which have been authorized by Saudia to issue government ticket requests, SAR (50) for each international ticket.

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