

Contract is valid for tickets issued January 1, 2021 through December 31, 2021

Tour Code – NOT REQUIRED

ORIGIN	DESTINATION	COMMISSION
USA and CANADA	RJ TransAtlantic Network	7%

RULES	
1.	Applicable to tickets issues on/after January 1, 2021 and on/before December 31, 2021
2.	Commission applies to TranAtlantic RJ operated flights, code-share flights are excluded
3.	All tickets must originate in the USA and Canada
4.	Commission applies on domestic sectors if priced along with RJ through fares with our Oneworld partner AA; therefore, any separate sector fares are excluded
5.	Tickets originating from outside the USA and Canada will not be entitled to any commission
6.	Commission applies to RJ published fares only, therefore taxes and surcharges are not commissionable
7.	Commission applies to individual fares issued by authorized CCRA Air agencies, therefore, group rates will be granted upon request and not commissionable
8.	RJ reserves the right to suspend commission authority to any CCRA Air agency, at any time
9.	Contract may be changed at anytime and without prior notice
10.	Agencies utilizing this commission agreement should become familiar with the Royal Jordanian booking policy which outlines the offenses that will generate a debit memo: https://www.rj.com/en/info-and-tips/be-informed/agent-debit-memo-policy

Agency debit memo resolution/settlement:

1. Agencies electing to utilize this CCRA Air Royal Jordanian agreement are required to register in the ARC debit memo manager for agency debit memo resolution/settlement.
2. Agency Debit Memo's must be settled within 30 days from the date they are uploaded in ARC Debit memo manager unless validity is disputed.

Agency Support:

Commission related questions should be directed to Air@ccra.com

Agencies utilizing CCRA's 24/7 Call Center:

You must add the necessary Royal Jordanian contract information to the contract fare profile you have created for CCRA's use. This will allow CCRA Agents to determine if your agency wants this contract utilized when applicable. If you currently do not use any contracted or negotiated rates and would like to utilize this offering from CCRA's Air program, please contact your customer Care representative for assistance in creating the necessary profiles for after-hours utilization.

When bookings are handled by CCRA's 24/7 Call Center Agents the applicable tour code information will be included during the ticketing process. However, CCRA agents will not include the applicable commission information. Agency clients are required to update their IAR the next business day following ticket issuance with the applicable commission data. CCRA will not be liable for claiming of airline commissions.

Should you have any commission questions related to this agreement, please copy and paste your GDS flights segments along with the GDS pricing into an email. Send the email to us at Air@ccra.com and we will reply to you as quickly as we can.

We are available to assist with commission questions Monday through Friday between 830AM and 530PM ET. Outside of these hours, please use your best judgment when ticketing. We will reply to your email the next business day and adjustments may be made in IAR if necessary.