

HA Channel+ Program: Guide to Changes for Legacy Channels

Published: 05/20/2022

VALIDITY

This HA Channel+ policy is effective on May 31, 2022, and until further notice. Hawaiian Airlines has the right to revise terms and conditions associated to DCRS and Neighbor Island fares. Notices of such changes will be published [online](#).

Update log

Date	Topic	Change
MM/DD/YYYY		

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Distribution Cost Recovery Surcharge

Introduction

Effective on May 31, 2022, for US point of sale tickets, Hawaiian Airlines (HA) will apply a Distribution Cost Recovery Surcharge (DCRS) to every HA marketed segment booked through legacy channels (i.e., any channel that is not participating in the HA Channel+ program). This charge will be collected through a YR tax at ticketing.

Agencies who would like to avoid the DCRS must access Hawaiian Airlines' content through a channel that is participating in the [HA Channel+](#) program. There are three different options available for accessing HA Channel+ content: (1) by connecting directly to our HA Connect API, (2) by using the Hawaiian Airlines Partner Portal, or (3) through a HA Connect Approved Partner. Visit the [HA Connect website](#) to learn more and submit the online form to initiate onboarding.

Charge levels and rules

The DCRS is currently a fixed amount of USD 7.00 applied to each ticketed segment marketed by HA for domestic and international itineraries booked in the US point of sale. The surcharge will be filed through ATPCO. Standard ticketing rules for currency conversion apply. The DCRS amount is subject to change from time to time by Hawaiian.

Example: LAX-HNL-OGG-HNL-LAX = USD 28.00

Exceptions

All government/military fares will be exempt from the DCRS. These exceptions will be applied by fare type (PG and PM). Infants without seats are also exempted.

Pricing and ticketing

As a YR, the DCRS is non-taxable and non-commissionable. It will be included automatically in the total price quote. The most current YR amount will apply, regardless of ticketing date.

Group bookings

Group bookings made through [HA Group Department](#) will be excluded from the DCRS.

Collection

The DCRS is collected at the time of ticketing and applies to all markets, fare types, cabins, and classes of service when ticketed from the US point of sale. It will be filed as tax code YR and applies to HA marketed flights regardless of validating carrier and ticket stock.

For any booking made before May 31, 2022 but with a ticketing time limit beyond May 31, 2022, the itinerary must be repriced prior to ticketing to ensure the YR has been appropriately applied and to avoid an ADM. To avoid the YR on bookings made before May 31, 2022, they must be ticketed prior to May 31, 2022.

Reissues

For tickets issued on or after May 31, 2022, the DCRS will be applied as described above and will remain with any subsequent reissues that occur for as long as HA charges the DCRS.

DCRS Reissues Waiver

The DCRS fee will be waived when a voluntary change occurs on tickets whose original ticket issuance date occurred before May 31, 2022. This waiver is valid for ticket reissuances through December 31, 2022. The following codes should be entered into the ticket endorsement box and PNR SSR field to receive the waiver:

Ticket Endorsement Box: DCRS WV 2022

PNR SSR Field: DCRS WV 2022

Refunds

The refundability of the DCRS will be based on the fare rules of the ticket. Where a refund of the DCRS applies, the DCRS will be refunded with eligible ticket refunds.

Void and cancellations

The DCRS will be refunded for tickets cancelled within 24 hours of purchase, for any bookings made at least seven days in advance of the flight's scheduled departure time.

Interline and codeshares

The DCRS will apply and be collected for both HA marketed interline and codeshare segments booked on other airlines' ticket stock through US point of sale in the legacy channels.

Accounting

The YR will be filed as a tax and will follow the same accounting procedures as all other taxes that appear on the ticket. All issued tickets are subject to regular audit procedures and an ADM will be issued for any missing DCRS charges.

FARE USD	651.16	TAX	7.00YR TAX	5.60AY TAX	53.34XT
TOTAL USD	717.10				

Neighbor Island Fares

Introduction

Effective on May 31, 2022, fare pricing for travel wholly within the Hawaiian Islands ("Neighbor Island" fares, for example, OGG to HNL) will be excluded from legacy channels. This Neighbor Island fare policy will be implemented through ATPCO fare filings.

US point of sale travel agencies and other distribution partners can only access Neighbor Island fare pricing through the [HA Channel+](#) program.

Neighbor Island fares will be available to price in US point of sale via legacy channels when in combination with a North America or international transpacific fare. This includes stopovers and circle trips. However, this is subject to the legacy channels successfully implementing itinerary restrictions on Neighbor Island fares and failure to do so could result in combination fares, including stopovers and circle trips, being unavailable in the legacy channels.

After May 31, 2022 Neighbor Island Content Pricing and Ticketing Access

Route Type	Example	HA Channel+	Legacy Channels
One way transpacific, with Neighbor Island connection	LAX-HNL-OGG	Yes	Yes*
One way International, with Neighbor Island connection	ICN-HNL-LIH	Yes	Yes*
Round trip International, with Neighbor Island connection	SYD-HNL-OGG/OGG-HNL-SYD	Yes	Yes*
Circle trip, transpacific with Neighbor Island segment	LAX-OGG/OGG-HNL/HNL-LAX	Yes	Yes*
Round trip, Neighbor Island	OGG-HNL/HNL-OGG	Yes	No
One way, Neighbor Island	KOA-HNL	Yes	No
Open jaw, Neighbor Island	KOA-HNL/OGG-KOA	Yes	No

*Failure to implement itinerary restrictions by the legacy channels could result in this being a "No."

Reissues

Agencies utilizing legacy channels will have access to Hawaiian Airlines' Neighbor Island flights through an availability search but will not have access to Neighbor Island pricing after May 31, 2022. These agencies will have the ability to exchange tickets using Neighbor Island flights with certain exceptions.

For irregular operations and schedule changes that occur after May 31, 2022, agencies who utilize legacy channels will have the ability to re-accommodate guests using standard involuntary ticket exchange procedures.

Neighbor Island Reissues Waiver

Tickets with an original ticket issuance date before May 31, 2022 are entitled to reissue a ticket for a standalone Neighbor Island fare or segment on and after May 31, 2022. Historical fares at the time of original ticket issuance should be used to reprice the itinerary and a fare difference will apply based on the lowest available class of service at the time of ticket reissuance. Historical fares matching the lowest available class of service at the time of ticket reissuance should be used. This waiver is valid for ticket reissuances through December 31, 2022. The following codes should be entered into the ticket endorsement box and PNR SSR field to receive the waiver.

Ticket Endorsement Box: NCNT WV 2022

PNR SSR Field: NCNT WV 2022