

W2 ADM Issuance Policy

IATA Resolution 850M – Worldwide Sales Guidelines – ADM Issuance Policy May 31st 2014

ADM disputes of issuing ADM to travel agencies for:

AIRLINE: **FlexFlight**

AIRLINE traffic document: **365**

AIRLINE code : **W2**

Introduction

AIRLINE communicates hereby the policy of ADM issuance to travel agencies. This policy can be subject to modifications through an official notice by AIRLINE with 30 days of anticipation.

Reason for Issuing

ADMs will be used by AIRLINE to collect amounts or make adjustments to agent transactions in respect of issuance and use of AIRLINE traffic documents issued by or at the request of the Agent. An ADM may also be used to collect amounts where a traffic document has not been issued, if agreed with the agent, for example, for deposits for group sales.

Examples for debit memos such as (but not limited):

Fare Related bit memos such as:

- *Non compliance with fare rules*
- *Undercollection of fares*

Non fare related debit memos such as (but not limited):

- *Violation of sales restriction*
- *Unreported sales*
- *Paper ticket surcharges*
- *Commission issues (incorrect application, over commission)*
- *Under collected taxes*
- *Under collections of fares / incorrect fares*
- *Double Refunds – Refunds via BSPlink and manual*
- *Invalid or incomplete ticket designator data*
- *Invalid no ticketing agreement*
- *Free baggage allowance discrepancies*
- *Service Fees and Taxes*
- *Married segment misuse (breaking of married segments or ticketing of only one sector) will result In an ADM of 300€ per passenger*
- *Transactions that were not reported by the agent on time through BSP*
- *No show fees for un-ticketed bookings*
- *Non compliance with group agreements*
- *Use of fake / manual ticket numbers*
- *Credit card charge backs / Fraudulent use of credit card*
- *Re-issuance without endorsements of other airline tickets*
- *Booking classes versus fare basis class as per fare rules*
- *Published fares and/or fare rules not respected*
- *IT fares and/or fare rules not respected*

Ticketing deadline violation

- Cancellation fees or Administration fees not deducted on refunds
- Interline tickets issued when no interline agreement exists
- Ticket issued with an OPEN segment status whereas the fare basis does not permit an open segment status
- Ticket issued with a segment status NOT CONFIRMED whereas the fare basis demands that all segments be confirmed

Method of calculating

If AIRLINE raises an ADM for non-compliance with fare rules, the general principle applied is to raise the fare to the next applicable fare. Any divergence from this principle and for non fare related ADMs (e.g. a fixed amount penalty charge for no shows) is communicated to the agent in advance, e.g. through notes in the fare rules by letter or any other communication used in the market in question.

Issue time

The ADMs will be issued no later than 12 month after the last date of travel. If the travel date can't be determined the expiry date of the document will be drawn on.

Minimum amount/ Administration fee

The minimum amount for each ADM Issued will be 5 EUR or Its equivalent In local currency. An ADM administration fee of 10% based on the value of the disputed but minimum 35€ will be added to each ADM to cover administrative costs of AIRLINE.

Collection procedure

AIRLINE will issue and upload ADMs into BSPlink, where such functionality does not exist AIRLINE will forward the ADMs directly to the concerned agent or will use the local provider If applicable. The Agents will be granted 14 days to verify the validity of the ADM after that the ADM will be processed and collected through BSP Link. AIRLINE will issue an ADM only for one specific transaction. However if the reason for the charge is the same, an ADM may contain all transactions involved, providing a detailed list with the ADM.

AIRLINE reserves the right to contact the Agent directly if the amount of ADMs is constantly above the mean or exceptionally high.

AIRLINE will not use ADMs to collect third party fees.

Dispute procedure

AIRLINE will try to handle rejected or disputed ADMs in a timely manner. When an agent has disputed an ADM within the dispute period, which is considered to be 14 days, Dispute will be downloaded from BSP-Link on a monthly. Only Local Field Office has the authorization to Write off, Accept or Reject Disputes and status change will be uploaded to BSP-link on a daily basis again. All disputes sent without sufficient documentation and support will be rejected automatically. AIRLINE rejects the dispute an explanation for the rejection will be sent to the agent.

Authorization by:

AIRLINE Revenue Integrity