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SRILANKAN AIRLINES POLICY ON AGENCY DEBIT MEMO (ADM)

- ✓ Further to IATA resolution 850m, SriLankan Airlines shall issue Agency Debit Memos (ADMs) to collect amounts or make adjustments to Agents' transactions in respect of the issuance and use of SriLankan Airlines' traffic documents issued by or at the request of the Agent.
- ✓ In general, SriLankan Airlines shall raise ADMs to the respective Agents whenever one or more of the following reasons are detected.
 - Non-compliance of fare rules / divergence from any ticketing principle (i.e. tax under collections, incorrect tour codes on tickets, incorrect fare basis)
 - Incorrect booking class (violation of reservation booking class)
 - Incorrect fare / refund calculation
 - Incorrect re-issues
 - Excess usage of MCOs / EMDs / VMPDs
 - Incorrect commission claimed
 - Incorrect / omission of applicable taxes, surcharges, rebooking penalties, cancellation penalties, unreported penalties, no show charges, penalties for fare violation and deportee charges
 - Duplicate usage (i.e. FIMs and partially used tickets)
 - Duplicated and time barred refunds
 - Unreported tickets

- Credit card charge disputed by passenger resulting in chargeback from the card company
 - Unproductive GDS costs (e.g. HX, Passive Wastage and Churn Cost)
 - For ACMs without valid approval from SriLankan Airlines' Head Office
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- ✓ SriLankan Airlines shall provide as much information as possible on an ADM to ensure it is specific in its detail about the reason a charge is being made and shall include as far as possible the document number, date of issue and passenger name as supporting details on the ADM.
 - ✓ ADMs shall only be submitted for processing through the BSP within 9 months from the final travel date. ADMs referring to refunds shall be issued within 9 months after such refunds have been made by the Agent. For any charge due beyond this period, SriLankan Airlines shall agree with the Agent bilaterally the best settlement method.
 - ✓ SriLankan Airlines shall comply with local BSP procedures in providing Agents with a minimum period of notice, in order to review any ADM and dispute it.
 - ✓ It is SriLankan Airlines' intention to handle disputed ADMs in a timely manner. However valid and clear justification must be provided by the Agent for efficient dispute handling by SriLankan Airlines.
 - ✓ If SriLankan Airlines rejects the dispute, an explanation for rejection shall be sent to the Agent.
 - ✓ SriLankan Airlines may issue more than one ADM in relation to the same document for different unrelated adjustments.