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Icelandair ADM policy

Icelandair (FI) has decided to publish it's ADM policy in accordance with IATA Resolution 850m.

General

The purpose of the Sales Audit is to ensure that all tickets issued on FI ticket stock (108) are in accordance with IATA ticketing rules and FI Fare rules. In addition all taxes and fees must be collected correctly.

- Sales, exchanges, reissues and refunds will be audited
- Manually as well as automatically priced tickets will be audited.
- Commission on tickets will be audited.
- More than one ADM may be issued in relation to the same ticket for different reasons.
- FI will charge a penalty fee for incorrect ticket issuance in the amount of 25 EUR, 35 USD/CAD, 4.000 ISK, 20 GBP, 200 DKK/SEK/NOK, 30 CHF or the equivalent amount rounded up or down.
- If there is a ticketing error which is due to incorrect information in the GDS, FI will issue the ADM to the Agent and the Agent will then have to claim the money from the GDS. This does not apply if FI has loaded the incorrect information to the GDS's.
- FI will not levy administration charges to cover the cost of the ADM issuance.

ADM's will be raised for the following reasons:

- If the fare , taxes and fees are undercollected.
- If commission, which is not applicable, is taken.
- If refund rules are not followed.
- If the fare rule is broken in any way, e.g min/max stay, stopovers, penalties, changes etc.
- If a ticket is not reported to FI or if it's not paid.
- If the fare calculation line is not in accordance with IATA ticketing rules.
- If the farebasis or IT code is incorrect.
- If fare, taxes and fees are not in the appropriate box, e.g taxes and fees inserted as fare and so on.
- Credit card fraud: If FI is debited by the credit card acquirer for fraudulent activity related to an Agent ticket, FI will charge the Agent for all the cost. This is in accordance with IATA resolution 890.
- If Agents use the CC and commission box when it's not allowed according to the agreement (This only applies for ARC and BSP CA).

ADM amount

If the fare, taxes or fees are undercollected the ADM amount will reflect the difference between the applicable amount that should have been charged and what was actually collected.

- In case the correct amount was collected but the ticketing rules were not followed an ADM for a penalty fee will be issued in the amount of 25 EUR, 35 USD/CAD, 4.000 ISK, 20 GBP, 200 DKK/SEK/NOK, 30 CHF or the equivalent amount.

The penalty amount decreases per ticket depending on the volume of tickets with the same type of error. This only applies to groups.

- 1-5 tickets 100% penalty fee
- 6-10 tickets 50% penalty fee
- 11-20 tickets 25% penalty fee

- 21 tickets and more 10% penalty fee

For unauthorized use of Credit cards as form of payment, 8% of the total value of the ticket will be debited to the Agent. (This only applies for ARC and BSP CA)

ADM minimum amount:

The minimum amount raised for each ADM is equivalent to 5 usd and for taxes 2 usd. If multiple tickets with the same error are found an ADM will be issued even though the amount is less than 5 usd per ticket, as long as the total amount of the ADM exceeds 5 usd. For commission no minimum amount applies.

ADM settlement

- BSP: The settlement of an ADM will be done through BSP if the ADM is issued within 9 months after the last travel date. ADM's referring to refunds made by Agents shall be processed through BSP within 9 months after the refund has been made by the Agent. After this date, payment will be settled between the Agency and the Airline directly.
- ARC: ADM's are issued and settled in ARC Memo Manager. Agents can also send a check directly to FI or make a bank transfer.
- The ADM will be automatically processed in the first available billing period after the dispute period has ended. Alternatively, the first available billing period following a dispute by the Agent and subsequent rejection of dispute by the Airline. The dispute period may vary but usually it's 30 days.