



2017



In accordance with the IATA Resolution 850m, AIR MOLDOVA takes the opportunity to specify the AIR MOLDOVA Revenue Integrity policy concerning the Sales Audit process and the related procedures of sending and settling ADMs (Agency Debit Memo).

### 1. General

The objective of the Sales Audit process is to ensure that the fare rules and procedures are respected and in case of the contrary, to settle the difference in an adequate and logical way, equal for all distribution channels. The checks are performed on 572 documents issued or refunded and automatically or manually fare quoted. Furthermore Ad hoc reasons of ADM issuance related to AIR MOLDOVA best practices are addressed in this document. In addition, after sales documents (reissued and revalidated docs) can be subject to audit as well.

The obligations of the travel agency are described in IATA Resolution 824 in which is stated that the issued tickets are the responsibility of the travel agent. In case if the ticket was auto-priced and the ticket was issued incorrectly because of GDS fault, the carrier will settle the dispute with the GDS directly and not with the agent. The agent will not be hold responsible for GDS mistakes.

### 2. Administrative fee

To cover the cost of the audit process, a fixed amount of 5 EUR or equivalent is added to each ADM.

In the event the disputed ADM results in withdrawal by Air Moldova within 15 days from billing date (for other than commercial reason), the administrative fee will be refunded to the Travel Agent if already collected.

### 3. ADMs will be raised for the following reasons:

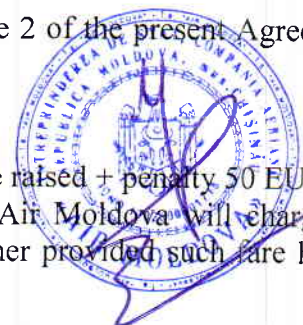
#### **3.1. Sales Audit / Fare Control**

All fare rule elements are subject to audit. Including, **but not limited to** such fare control are: correct application of the fare and fare rules, the fuel surcharge, commissions, discounts if applicable, misplating, correct application of booking classes, correct application of baggage allowance and calculation of baggage charges, taxes and automated fare quotes etc.

In addition to regular administrative fee added to each ADM as per Article 2 of the present Agreement, penalties will apply according below stipulated amounts for:

##### **3.1.1. wrongly applied RBD:**

for Air Moldova flights: difference between incorrect and correct RBD to be raised + penalty 50 EUR  
for flights of Air Moldova interline partner validated on 9U 572 stock: Air Moldova will charge the difference between the applied fare and correct fare of such interline partner provided such fare has no restrictions on stock.



**3.1.2. failure to cancel seats from PNR in case the original travel date is changed or the ticket is refunded:** penalty “after date of travel” as per applicable fare rules to be raised + penalty 30 EUR.

**3.1.3. Blocking seat(s) without issuing valid ticket:**  
penalty 60 EUR per seat

**3.1.4. incorrectly shown baggage allowance on the ticket:**  
penalty 50 EUR per direction

**3.1.5. non-reported document:**  
for non-reported document the amount to be raised is based on amount of the Ticket/MPD/EMD issued+penalty EUR 15

**3.1.6. refund of an expired document:**  
for expired documents the amount to be raised is based on the full refunded amount+penalty 50 EUR per refunded document

**3.1.7. ticket issued with wrong MCT different from the MCT officially published in GDSes:**  
penalty “during date of travel” as per applicable fare rules, stopover charge and additional airport taxes to be raised+penalty 50 EUR

**3.1.8. failure to inform passenger/airline in case of schedule changes and cancellation of flight:**  
penalty 100 EUR

3.1.9 In case the Agent cannot inform passenger about schedule change/cancellation of flight due miscellaneous reasons, the Agent should obligatory inform the Airline about impossibility to reach the passenger by means of the PNR by introducing this information by means of an SSR/OSI.

Otherwise, the Airline will apply the penalty according 3.1.8.

### **3.2. Credit Card Fraud**

In case Air Moldova is debited by the credit card acquirer for a fraud case on a ticket issued by the agent, Air Moldova will charge the agent for the cost and all additional expenses incurred by Air Moldova in the result of such issuance. The same applies in case a travel agent has issued a ticket against payment made with a credit card not accepted by Air Moldova. The agent is responsible for checking the validity of the credit card and to ensure that the cardholder's signature is provided as well as ensuring that the card is accepted for payment by Air Moldova. Air Moldova follows the Resolution 890 whereby Air Moldova reserves the right to also issue an ADM resulting in an abusive use of a card issued in name of the agent in connection with the sale of air transportation to any customer of the agent.

### **3.3. Misplating subject to IATA resolution 852**

Air Moldova checks if the use of Air Moldova 9U 572 ticket stock for issuing on both manual and automatic fare quotes is permitted and done correctly.

3.3.1. If the marketing carrier is not permitted to be used in Air Moldova private or public fares, the amount to be raised is based on the amount of the financial loss caused by the agent to Air Moldova.  
(Reason ADM: misplating - carrier not permitted in this deal)

3.3.2. If other airlines fares are not permitted: Private fares of other airlines, but also airlines public fares which are restricted to be issued only on the carriers own stock. The amount to be raised is



based on the IATA rule Revenue Accounting Manual (chapter A2 paragraph 3) being the first applicable public fare. *(Reason ADM: misplating - fare not permitted on 9U ticket stock)*

3.3.3. For tickets issued with a carrier Air Moldova has no interline traffic agreement an ADM of 100 EUR for economy class and 300 EUR for business/first class will be sent. *(Reason ADM: misplating - no ticket agreement with carrier).*

Note: In case ticket number of connecting document is not mentioned, issuing travel agent will receive an ADM for misplating.

3.3.4. It is the carrier and not the agent who is responsible for filing the fares in such a way that restricts their combinations according to the carrier's own policy.

#### **4. ADM process**

**4.1. BSP Settlement:** in compliance with IATA resolution 850m.

**4.2. ARC Settlement:** Debit memos are requested through the ARC Memo Manager

5. Miscellaneous

**5.1. Penalty for failure to introduce passenger contact (at least either a valid contact phone or a valid email address) information into the PNR:** penalty 60 EUR

#### **5. Contact Information for AIR MOLDOVA ADM/ACM questions and issues**

The e-mail address to contact for ADM/ACM questions and issues is:

revenue.sales@airmoldova.md

*Air Moldova ADM policy may be subject to changes. The current version of Air Moldova's ADM policy is published on official Air Moldova's web site [www.airmoldova.md](http://www.airmoldova.md)*

