



SAS ADM Policy

BSP countries

October 2018



SAS policy for Agency Debit Memos (ADMs)

In accordance with IATA resolution 850m.

SAS performs an audit on all issued SK documents. The aim of the audit is to ensure that all ticketing and reservation conditions have been complied with. If not, an ADM will be issued.

Agency Debit Memo

An ADM can be issued in BSPlink within 9 months after the last date of travel. However, an ADM related to Refund can be issued in BSPlink within 9 months after the date of refund by the Agent. After this period SAS reserves the right to settle the ADM directly with the Agent.

SAS will specify in their details as to why an ADM has been issued.

Consolidator/Contractors

When a Consolidator/Contractor chooses to cooperate with any IATA/NON-IATA Agent the Consolidator/Contractor is responsible for inaccurate booking behavior and will receive ADM's on behalf of the contracted IATA/NON-IATA Agent. Settlement must therefore be agreed to between the two agencies involved. SAS will forward any claims to the responsible Agency identified by IATA designator in the PNR.

Waiver information

In case of a valid reason to deviate from the applicable fare/rule the Agent must contact Agent Helpdesk to obtain a waiver. The waiver received must be confirmed in the PNR by SAS. When an ADM has been issued, it is too late to obtain a waiver for deviation of the rules.



The following are the main reasons, but not limited to, as to why an ADM may be issued.

| Ticketing Violation – ADM fees | | |
|---|---|---|
| Type | Description | Amount charged |
| Class | The class booked must correspond to a valid class for the respective routing and airline. If not, an ADM will be sent. | The difference between the fare collected and the applicable fare for the class used and/or allowed for the respective routing. |
| Commission | See SAS Sales Information or the local contract for details on Commission amounts. If the commission applied is incorrect or prohibited, an ADM will be sent. | The difference between the commission collected and the correct commission amount. |
| Fares & Fare Rules | All fares (both open and closed) and fare rules are subject to the audit. If the fare or the fare rules have not been respected, an ADM will be sent. | The difference between the fare collected and the next applicable fare where the conditions are met. |
| Fees | If the collected fee does not correspond to the applicable fee, an ADM will be sent. See SAS Sales Information for details regarding Name Change fee. | The difference between the fee collected and the correct fee amount. |
| Missing Land arrangement (Tour operator) | A Tour operator ticket must be issued in connection with a land arrangement. If not, an ADM will be sent. | The difference between the Tour Operator fare collected and the highest published fare in the equivalent cabin. |
| Misuse of Plating (other carrier's fares) | If the other carrier's fare is not permitted, an ADM will be sent. | The difference between the fare collected and the first applicable published fare where the other carrier's fare is permitted. |
| Refunds | Where the monetary amounts reported by an Agent are inconsistent with the actual value according to rules and usage, SAS will issue ADM. | The difference between the amounts refunded and the correct refund amounts will be debited. |



| Ticketing Violation – ADM fees | | |
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| Type | Description | Amount charged |
| Reissue/ Revalidation (incl. Downgrading and Involuntary changes) | <p>If a prohibited exchange has been done, the original coupons <i>cannot</i> be refunded afterwards.</p> <p>See SAS Sales Information for details about possible rebooking in case of a delayed and/or cancelled SK flight.</p> | <p>In case of an exchange of a non changeable fare SAS will charge the full fare of the exchanged ticket.</p> <p>In case of a prohibited Downgrading to a lower fare, SAS will debit the residual fare amount.</p> <p>In case of a prohibited Downgrading to a higher fare in a lower Service class (e.g. from Plus to Go), SAS will debit the next applicable <i>higher</i> fare in the <i>original</i> Service class.</p> |
| Taxes, fees and surcharges | Where the monetary amounts reported by an Agent are inconsistent with the actual value according to rules and usage, SAS will issue ADM. | The difference between the amounts collected and the correct tax, fee and/or surcharge amounts will be debited. |
| Unreported Sales/Double usage | Tickets and EMD's which are issued, but not reported, will be charged to the Agent. Tickets and EMD's where a double usage used has been detected, will be charged accordingly. | Any Unreported sales and/or Double usage will be charged at the respective amount. |



| Ticketing and Reservation Violation - ADM Flat Fees | | |
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| Type | Description | Amount |
| Missing or incorrect Baggage allowance | The baggage allowance must be correctly specified in the ticket or else an ADM will be issued. | SHORT HAUL: DKK/NOK/SEK 500, EUR/USD 50 or equivalent to SEK 500 per passenger and direction. LONG HAUL: DKK/NOK/SEK 900, EUR/USD 90 or equivalent to SEK 900 per passenger and direction. |
| Missing or incorrect Date of Birth (youth fares). | The date of birth must be correctly inserted in the PNR before the time of ticket issuance, or else and ADM will be issued. | DKK/NOK/SEK 300, USD/EUR 30 or equivalent to SEK 300 per document |
| Missing or incorrect CMP code | Corporate fares are allowed only when the corresponding CMP code is inserted in the PNR. If that code is missing or incorrect before ticket issuance, an ADM will be issued. | DKK/NOK/SEK 200, EUR/USD 20 or equivalent to SEK 200 per document |
| Missing or incorrect Tour Code (US/CA) | If the commission is applied without the corresponding Tour Code, an ADM will be issued. See your local agreement. | Equivalent to USD 10 per document |



| Ticketing and Reservation Violation - ADM Flat Fees | | |
|---|---|---|
| Type | Description | Amount |
| Misuse of City Pair | <p>When requesting availability on SAS tickets, the availability must be requested from the customer's point of origin to point of destination. If the requested availability does not correspond to the actual travel route and/or class sold, an ADM will be issued. Evidence of the misuse will be attached to the ADM. Any changes made by you related to the ticket coupon or PNR will not cancel the ADM. The ADM has been issued due to your intentional attempt to misuse our booking system.</p> <p>You will find more information about Misuse of City Pair in "Reservation, Ticketing and Integrity policy for SAS" and "Origin and Destination O & D – Availability". Go to www.sassalesinfo.com.</p> | <p>DKK 2500, NOK/SEK 3000, USD/EUR 300 or equivalent to SEK 3000 per passenger and direction</p> <p>Fixed fee in the above currencies are applicable from 1 June 2018. Until then the ADM fee amount remains equivalent to EUR 300.</p> |
| Misuse of plating (SAS not part of the routing) | <p>In accordance with IATA Resolution 852, an airline document is only to be issued when the respective airline is participating in the transportation. SAS charges a flat fee per ticket when an SK/117-document is used for other airlines without SAS (SK prefix) participating in at least one segment of the ticket. Exception: the restriction does not apply when SK/117 document includes WF flights only or when rebooking to other airlines is necessary due to delays and cancellations.</p> | <p>DKK/NOK/SEK 500, EUR/USD 50 or equivalent to SEK 500 per document</p> |



| Ticketing and Reservation Violation - ADM Flat Fees | | |
|---|--|--|
| Type | Description | Amount |
| <p>Churning</p> <p>Applicable for bookings from November 2018.</p> | <p>A repeated book and cancel action of the same segment (same name, flight number and date), to circumvent ticketing time limits or for any other reason, in the same or different PNR and booking class is considered as misuse.</p> <p>Maximum <i>four</i> rebookings of the same segment are allowed, if the segment becomes <i>ticketed</i>.</p> <p>Maximum <i>two</i> rebookings of the same segment are allowed if the segment remains <i>unticketed</i>.</p> | <p>DKK/NOK/SEK 70, USD/EUR 7 or equivalent to SEK 70 per passenger and segment.</p> <p>The fee applies per rebooking exceeding the maximum allowed number of rebookings.</p> |
| <p>Fictitious Name</p> <p>Applicable for bookings from November 2018.</p> | <p>Booking a segment in a Fictitious Name (Duck/Donald, Test/Mr etc.), with no intention to travel, is considered as misuse.</p> | <p>DKK/NOK/SEK 70, USD/EUR 7 or equivalent to SEK 70 per passenger and segment.</p> |



| Other Violation | | |
|--|---|---|
| Type | Description | Amount |
| Credit Card Chargeback | The Agent is responsible for verifying the validity of the Credit Card. An ADM is issued if SAS is debited by the Credit Card acquirer for any misuse related to a ticket issued by the Agent. | SAS will debit the Agent for any cost related to the debit from the Credit Card acquirer. |
| Group specific Conditions | <p>Group fares canceled under a commitment period will result in an ADM according to group rules.</p> <p>Groups are required to be minimum 10 passengers. Groups with fewer passengers than required will result in an ADM.</p> <p>See SAS sales information for details.</p> | <p>According to group rules per applicable market, see SAS sales information for more details.</p> <p>ADM according to fare per person, see SAS sales information for more details.</p> |
| <p>See “Reservation, Ticketing and Integrity policy for SAS” for information about other areas for which SAS maintains the right to claim amount via ADM for any costs and/or loss of revenues due to misuse.</p> <p>https://www.sassalesinfo.com</p> | | |



Dispute Process

If you wish to dispute an ADM with SAS, please follow the below process.

- Dispute the ADM within the deadline. Only BSP link disputes are accepted.
- The dispute reason must be clear. Upload any support documentation to back up your case, i.e. contracts, emails, copies.
- Always dispute in English.

SAS will reply within 60 days, in accordance to IATA Resolution 850m. If you disagree with SAS decision, please send us your argument via email. Information about which email address to use is provided in the PDF attached to the ADM in BSPlink. If no attachment is available, please see BSPlink for contact details.

Agency Credit Memo

In the event the ADM is unjustified, SAS will issue an ACM (Agency Credit Memo) at the respective amount.

Contact

For general questions related to SAS ADM policy please contact SAS Revenue Information and Integrity. Email: ra.revenueintegrity@sas.se.