

# ADM POLICY

airberlin group, effective as of 15<sup>th</sup> May 2015

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## 1. BACKGROUND

In accordance with IATA Resolution 850m, airberlin group (AB/HG/4T) would like to publish its ADM (Agency Debit Memo) policy to all travel agents. The purpose of this document is to provide clarity for all circumstances under which ADMs will be raised.

## 2. SCOPE

airberlin will issue ADMs to collect amounts or make adjustments to agent transactions related to the violation of airberlin and **oneworld®** fare products or the issuance and use of airberlin traffic documents, issued by, or at the request of the agent, regardless of which airlines are included in the itinerary of the airberlin traffic document. Generally, the ticketing agent shall be responsible for any breach of the currently valid guidelines, tariffs and policies in connection with the ticketing process, even if the booking was made by another agency e.g. a sub agency; in case of any other breach of the guidelines, the respective booking agency shall be liable.

## 3. KEY POINTS OF THE AIRBERLIN GROUP POLICY

- 3.1 airberlin audits all ticketing and booking related transactions of any PNR that contains an AB/HG/4T segment or a 745 document.
- 3.2 airberlin wishes to provide guidelines to ensure compliance to the general policies and avoid the issuance of ADMs. Additionally to the ADM policy, please review our » **GDS best practice policy** and the » **airberlin schedule change policy**
- 3.3 Unless otherwise specified, airberlin will raise an ADM to the next applicable published fare and/or will charge the outstanding amounts of tax/fee/surcharge.
- 3.4 A floor limit of EUR 3.00 (or equivalent in local currency) applies to ADMs. There is no floor limit for ADMs related to undercollection/overrefund of taxes, surcharges, fees or commission.
- 3.5 airberlin charges an administration fee of EUR 25.00 (or equivalent in local currency) per ADM/ACM. A reduced administration fee of EUR 10.00 (or equivalent in local currency) applies for ADMs related to tax, surcharge, fee or commission violations.
- 3.6 All reissues or refunds due to schedule changes or flight cancellations must be handled in accordance with the » **airberlin schedule change policy**, otherwise an ADM will be raised.
- 3.7 Refunds may be processed by the agent within 2 years after date of original issue.
- 3.8 airberlin will only issue more than one ADM in relation to the same original ticket, if different adjustments apply. This does not apply when an ADM is cancelled and raised again for the same reason but for a different value. airberlin will only include more than one transaction on any ADM if the reason for the charge is the same, details will be provided in the ADM.

## 4. DISPUTES

- ➔ Disputes must be submitted through BSP link (or equivalent tool for ARC/ASD/TKP) within 15 days after ADM issuance\*. Whenever ADMs are reduced for commercial reasons, levied administration fees will not be waived.
- ➔ airberlin will endeavour to handle disputed ADMs in a timely manner in compliance with applicable IATA resolutions and regulations. Where an agent has disputed an ADM within the dispute period airberlin will acknowledge receipt of the agents dispute, either via a status change in BSP Link (or equivalent tool for ARC/ASD/TKP) or by a separate communication and stop the submission of the ADM to the agent's billing analysis. If airberlin rejects the dispute an explanation of the reason will be communicated to the agent.
- ➔ Any dispute submitted after an ADM has been included in the BSP (ARC/ASD/TKP) settlement will not be dealt with. In circumstances where the agent has supplied insufficient information to support the dispute or the airline's decision is subject to further commercial consideration, airberlin will communicate the decision no later than 60 days from receiving the dispute.

\* 30 days for ADMs issued via TKP/SII

## 5. REASONS FOR ADM ISSUE

### 5.1 Incorrect ticketing/fare audit

- ➔ if fare/ticketing rules have been ignored or violated, airberlin will raise an ADM for the next applicable published fare of the respective cabin class
- ➔ if a ticket has not been issued in accordance with IATA Resolution 852, airberlin will charge a fee of EUR 100.00
- ➔ if fare/ticketing rules, e.g. sales restrictions, of other carriers issued on AB traffic documents have been ignored or violated, an ADM will be raised for the next applicable published fare of the respective cabin class

### 5.2 Commission audit

- ➔ overclaim of commission

### 5.3 Tax audit

- ➔ undercollection of taxes, airline fees and surcharges

### 5.4 ASR/SSR

- ➔ an ADM will be raised if the applicable fee for any confirmed special service request (ASR/SSR) has not been collected

### 5.5 Refunds

- ➔ overclaim refunds of fare, taxes, fees and/or surcharges
- ➔ missing cancellation fees
- ➔ double refunds
- ➔ refund of non-refundable DU-tax collected for the change fees
- ➔ refund of non-refundable EMDs without a written authorisation by airberlin
- ➔ when a full refund has been authorised but the agent fails to cancel the flight segment before departure, airberlin will raise an ADM for the applicable fare of the respective cabin class

### 5.6 Exchange/Reissue

- ➔ missing rebooking/name change fee (even if the ticket is not reissued after changing the flight, rebooking fees may apply according to the fare rules)
- ➔ rebooking and/or name change fees have to be collected on EMD or as DU-tax in the ticket
- ➔ EMDs have to be issued "in connection with" the applicable ticket number (number of the new ticket and not the original/exchanged document)
- ➔ if a ticket has not been correctly revalidated, airberlin reserves the right to charge an administration fee of EUR 25.00 per passenger segment
- ➔ rebookings are only allowed from domestic to domestic and from international to international flights - any violation will be charged with EUR 100.00
- ➔ rebookings and reissues must be done within the original booking (PNR) or corresponding split PNR. It is not allowed to create a new PNR to process a rebooking.
- ➔ Undercollection of taxes, fees and/or surcharges

- 5.7 Credit card fraud
- unauthorised credit card chargebacks
- 5.8 Unreported sale
- any ticket which has not been billed through BSP/ARC/ASD/TKP will be charged by ADM for the full applicable fare amount of the respective cabin class and/or applicable taxes
- 5.9 Violation of IT/published fare rules
- For the following violations airberlin shall raise an ADM for the next applicable published fare of the respective cabin class, in any case not less than EUR 100.00 per ticket.
    - a published fare must never be issued as an IT fare
    - a ticket issued with a specific IT-code must never be reissued using another tour code
    - if a private and/or published fare has been issued with an unauthorised or unallocated tour code
    - if a private fare has been issued without indicating the applicable tour code in the ticket
    - if a published fare has been incorrectly changed to a private fare or vice versa
  - private fares of other airlines must not be issued on 745 stock, airberlin reserves the right to raise an ADM for the full published fare of the respective cabin class
  - several private/corporate fares require the entry of a defined OSI-element. If the OSI-element is missing or unallocated, or incorrect OSI-entries are used, airberlin shall charge the difference to the applicable published fare of the respective cabin class.
- 5.10 Circumvention of inventory controls
- whenever agents separate married segments for any purpose or manipulate the central reservation system or global distribution system (GDS), airberlin will raise an ADM for the highest applicable fare of the respective cabin class
- 5.11 Space Churning
- Cancelling and rebooking the same flight, date or route to circumvent the ticketing time limit of the fare rule is not permitted. All violations will be charged with the amount of EUR 10.00 per passenger segment by airberlin.
- 5.12 Fictitious names and other speculative bookings
- Creation of PNRs is only allowed in relation to a direct passenger's request or intention to purchase a ticket. Agents must not create fictitious bookings which include the use of a valid surname followed by initials (e.g. Smith A/B/C, Smith/AAA, Test/T) or celebrity names (e.g. Mouse/Mickey, Bond/James) for test purposes. All violations will be charged with the amount of EUR 10.00 per passenger segment.
- 5.13 Test bookings
- Creating bookings for testing or training purposes using our live inventory is not permitted. All pricing related tests must be done without End of Transaction or using the training mode in your GDS. All violations will be charged with the amount of EUR 10.00 per passenger segment.
- 5.14 Dupes
- Creation of dupe or overlapping bookings, segments or O&Ds is not permitted. All violations will be charged with the amount of EUR 10.00 per passenger segment.
- 5.15 Segment removal
- whenever airberlin changes the advice code of AB/HG/4T segments to UN, NO, HX, TL in GDS Amadeus (equivalent codes in 3<sup>rd</sup> party GDS), these segments must be removed from the PNR no later than 48 hours prior to flight departure, otherwise airberlin will charge the amount of EUR 10.00 per passenger segment
  - whenever an active AB/HG/4T segment with action code HK/TK is still present at check-in closure time without a valid ticket, an ADM will be raised for the applicable published fare of the respective cabin class
- 5.16 Passive Segments
- airberlin does not allow the booking of passive segments and will charge the amount of EUR 10.00 per passenger segment, irrespective whether the passive segment will be removed from the PNR or not

#### 5.17 Group bookings

- if the applicable cancellation/rebooking/name change fee has not been collected via EMD or via DU-tax, the missing amount will be debited by ADM
- if incorrect fares, taxes or fees have been calculated, airberlin will raise an ADM to collect outstanding amounts
- for ADMs raised in connection with group bookings, an administration fee of EUR 35.00 per ADM (or equivalent in local currency) applies

### 6. WAIVER RULES

airberlin does only accept disputes if the waiver has been given in writing - irrespective of whether the refund or reissue has been made due to schedule changes or flight cancellations or as a commercial gesture. Verbal authorisations will not be accepted at all.

### 7. CONTACT DETAILS

Disputes must be submitted through BSP Link or equivalent ARC/ASD/TKP tool.  
For questions related to the ADM policy please contact [iata@airberlin.com](mailto:iata@airberlin.com)