

## **ADM POLICY**

### **Air Alsie / Alsie Express (6I)**

*Update: February 2019*

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In accordance of the IATA Resolution 850m (Passenger Agency Conference Resolution Manual) Air Alsie/Alsie Express (6I), takes the opportunity to specify the Revenue Recovery policy concerning the Reservation- and Fare Audit process and the related procedures of sending and settling ADM's (Agency Debit Memo). All resolutions agreed by the Passengers Agency Conference will be applied.

#### **ADM Principle**

The objective of the audit process is to ensure that all 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. Fare audit checks are performed on all 248- document issuances, refunds, reissue and revalidation transactions, whether they are fare quoted automatically or manually. Violations of reservation procedures apply to all 6I flight segments.

#### **ADM Calculation**

In case deviations of the fare rules are found during the audit process, Alsie Express will systematically generate ADMs reflecting the value of difference between the real applicable fare and the applied fare plus the ADM fee.

#### **ADM Administrative Fee**

To cover the audit process costs, a fixed ADM administrative fee of € 15 or equivalent is added to each ADM.

In the event that disputed ADMs result in withdrawal from BSPLink (for other than commercial reasons) by Alsie Express, the administrative fee will be refunded to the travel agent if already collected.

#### **ADM Settlement**

Agency Debit Memos will be settled via the BSPLink if sent within nine months after final travel date. Beyond that date payment settlement will be handled directly between the airline and the agency.

#### **ADM Dispute Handling**

Agents can dispute proposed ADMs directly via BSP Link with no financial consequences if supported by a valid dispute reason and/or supporting documents. Alsie Express will endeavor to handle a rejected or disputed ADM in a timely manner, within maximum 60 days. In case Alsie Express rejects an agent dispute, an explanation for this rejection will be provided to support our position.

#### **ACM Issuance**

In case of unjustified ADMs been issued by the airline or when an ADM requires corrections in favor of the agent, an ACM can be issued to that agent covering the amount due.

## ADM Reasons

In particular subject to audit are:

- **Fare & Exchange Audit**

All fares, fare rules and booking rules are subject to audit. Included, but not limited to this audit control is the correct application of:

- Fares & Fares conditions
- Taxes & fuel surcharges
- Minimum/ Maximum Stay, Advance Purchase Rules, Seasonality & flight applications
- Booking Class & Waitlisted Segments
- Commissions & Discounts (if applicable)
- Stopovers & Transfers
- Rebooking fees, recalculation of Re-issue / Rerouting
- ...

- **Refund Audit**

Correct application of all refund rules must be adhered. Included, but not limited to this audit control is the correct calculation of:

- The refunded amount, taxes & fuel charge
- The refunded commission amount (if applicable)
- The cancellation penalty (e.g. in case of no show)
- ...

For refund requests of expired documents an administration fee of € 50 will be applied.

- **Subclass Abuse Audit**

All tickets sold are audited on the correct application of the matching booking classes. In case subclass abuse is noticed, the agent responsible for causing this abuse will receive the ADM.

- **Plating Violations**

In case of plating violation (as per IATA Reso 852: Designation and Selection of Ticketing Airline) Air Alsie/Alsie Express will charge a flat fee of € 100 or equivalent per ticket. Specific market exceptions can be allowed under certain conditions only and if specifically authorized by Alsie Express.

In case of plating violation where OAL fare rules require plating on OAL documents, as stated in CAT 15, the full YY-IATA fare will be charged.

- **Baggage Allowances**

In case of incorrect or missing baggage allowance is shown on the ticket, following principle will be applied for ADM settlement:

| Reason                              | Per direction               |
|-------------------------------------|-----------------------------|
| Higher baggage allowance is applied | Extra baggage charges apply |
| Baggage allowance is missing        | € 50                        |

- **Missing information (incorrect ticketing fee)**

In case of key ticketing identifiers (either typological or contractual information) are missing on the ticket an “*Incorrect Ticketing Fee*” of € 10 or equivalent will apply. Key identifiers are: tour code, ticket designator, date of birth, ticket number on EMD/VMPD ...

May we also remind you that the Ticket Endorsement Box must **not** be used to dispatch any messages besides the mandatory info as per fare rules or as per country specific regulations.

- **Segment Removal Verification (SRV) of inactive segments**

GDS Agents who refrain from removing all inactive segments from their PNRs are subject to receive an ADM to cover the airlines GDS cost.

- **No Show Verifications**

It is within the travel agencies responsibility to clean their booked PNRs and to cancel all segments not ticketed or if the passenger is not going to travel. Reference: IATA Reso830a and the IATA Travel Agent’s Handbook.

- Un-ticketed segments that result in No Show:

In case Alsie Express detects an un-ticketed No Show in our inventory, an ADM will be raised for the amount of € 40 per passenger / PNR (or equivalent). Those ADMs will be sent out to the segment creator which can differ from the PNR owner.

- Ticketed segments that result in No Show:

In case of No Show, additional penalties can be applicable for refund or ticket exchange/reissue according to the fare rules. The ADM amount in those cases shall be equal to the under collection and/or the no show penalty as indicated in the fare rules plus the applicable ADM fee of € 15 or equivalent.

- **Credit Card chargeback**

In case Air Alsie/Alsie Express is debited by the credit card acquirer for a fraud case, a purchase rejection by the passenger or credit card misuse on a ticket issued by the agent, Alsie Express will charge the agent for the cost. 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 Alsie Express.

Alsie Express reserves the right to issue an ADM when abusive usage of a credit card in name of the agent and in connection with air transportation sale for any customer of the agent is detected, according to IATA Reso 890.

### Contact Information

For further inquiries related to fare audit ADMs/ACMs, please contact Alsie Express sales office or mail to [info@alsieexpress.com](mailto:info@alsieexpress.com)

Air Alsie/Alsie Express reserves the right to amend, adapt and/or partially delete the ADM policy at any time with prior notice.

All agents are requested to report any irregularities in their booking process or ticket to Alsie Express sales in order to avoid ADMs.

### GLOSSARY

|     |                                   |
|-----|-----------------------------------|
| ADM | Agency Debit Memo                 |
| ACM | Agency Credit Memo                |
| BSP | Billing and Settlement Plan       |
| OAL | Other Airline                     |
| GDS | Global Distribution System        |
| GSA | General Sales Agent               |
| EMD | Electronic Miscellaneous Document |
| PNR | Passenger Name Record             |
| RBD | Reservations/Booking Designator   |