



POLICY AND PROCEDURES
ADM POLICY

Version 1.1

[Type text]

Policy on ADM

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INTRODUCTION

Agency debit memos (ADM's) guidelines are governed under IATA Passenger Agency Resolution 818 – Passenger Sales Agency Rules- Europe, Attachment A and Resolution 850m – Issue and Processing of ADMs applicable from 1st January 2006 as set out in the January 2006 edition of Travel Agent's Handbook.

Air Seychelles herein after called as HM is hereby furnishing its ADM policy for all respective BSP Agents.

1. ISSUANCE PRINCIPLES

- 1.1 HM will raise ADMs for the purpose of collection of amount or any adjustment in their transaction with Agents worldwide through the respective BSPs.
- 1.2 As prescribed in IATA Passenger Agency Conference Resolution 850M, HM will only process those ADM's through BSP Link for all revenue documents issued within Nine Months of the final travel date.
- 1.3 ADM's will be raised in BSP link for transaction that fall within the nine months time limit. Details shall be hosted in the respective BSP with the supporting documents wherever necessary. No manual letter or any other form of communication would be made in this respect.
- 1.4 For all Manual ADM's raised, HM will provide a credit period of maximum 45 Days from the date of submission of those ADM's to the Agents. Correspondence will be sent to agents or HM local office if agency not registered with IATA.
- 1.5 Beyond this time frame if the agent fails to settle the disputed amounts to HM, HM will then institute legal action for collection of these funds. (Correction by Finance).
- 1.6 Dispute period of all Manual ADM's should be within 15 Days from the date of submission. All disputes submitted by agents to HM must be supported with relevant supporting documents. The information will be reviewed and if found acceptable to HM charges will be reversed. (Corrected by finance)
- 1.7 The minimum value of a single ADM shall be USD 10 per agent per fortnight or per reporting period whichever is earlier.

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2. DESCRIPTION

• **ADM shall be raised specific to following types of transaction**

- 2.1 Fare under collection.
- 2.2 Incorrect Ticketing.
- 2.3 Incorrect adjustment of Refunds.
- 2.4 Incorrect collection of Refunds.
- 2.5 Tax under collection.
- 2.6 Sales not reported.
- 2.7 Tickets reported as void but utilization of such tickets are noticed.
- 2.8 Under collection / Non collection of charges like cancellation penalty, date change penalty and other such administrative charges, including government imposed charges.
- 2.9 Incorrect commission/Transaction fee calculation on sales/refunds.
- 2.10 Fare under collection resulting from Re-issues of original reflected on MPD.
- 2.11 Original ticket details not reported in Re-issue ticket.

3. Disputes & Administrative Collections

- 3.1.1 Administration fees will be applied at 15 % of the value of the ADM's to be raised, which will be included in the respective ADM itself.
- 3.1.2 Agents shall dispute the ADMs in the respective BSP link within a maximum period of 14 days or as per the time limit assigned by the local BSP whichever is earlier.
- 3.1.3 Disputes raised by the agents shall be reviewed by HM within 45 days and if the disputes are accepted by HM all charges associated with such ADMs shall be cancelled.
- 3.1.4 All correspondence in respect of disputes must be directly corresponded with HM head office revenue department. If Disputes are accepted by HM all charges associated with such ADM's will be reversed with an ACM in the respective BSP links. Manual ADM's that are disputed and accepted by HM will be reversed with a manual ACM.
- 3.1.5 Agents when disputing ADM's must provide supporting documentation.
- 3.1.6 No dispute shall be entertained by HM whose billed date is more than 180 days old.
- 3.1.7 ADM's raised for the same original document for more than one issue in BSP link, HM shall provide adjustment details if required for ADM's.

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3.1.8 The contact details of persons with whom correspondence can be initiated will be available in the respective ADMs of the BSP links.

3.1.9 ADMs shall be raised in the respective BSPs for the below mentioned disputes which cannot be disputed by the agents through BSP link. Disputes on these transactions can only be revised in direct correspondence with HM.

- Sales not reported (Unreported Sale)
- Documents reported as void in BSP Hot but utilization happened.
- RBD Abuse

4.0 Policy document approval



Financial Controller

Date: 14.06.13.



Manager Revenue Accounting

Date: 14.06.13.



GM Commercial

Date: 19/6/13



Chief Financial Officer

Date: 14/6/13

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