

Applicable as per January 2017 issuances

**Air France KLM ADM Policy - In accordance with IATA resolution 850m**  
**Country - Ukraine**

## **1. General Scope**

Revenue Integrity policies ensure fare rules and other agreements between the Travel Agent and AFKL are respected and if not, settle the difference in an adequate and logical way, equal for all distribution channels. Checks are performed on 057 and 074 documents, whatever the fare owner.

Airlines have the right to audit and send ADM for all transactions. These ADM will be handled as per IATA resolution 850m.

Furthermore ad hoc reasons of ADM issuance related to Air France KLM best practices in accordance with IATA Resolution 830a under the heading 'Consequences of Violation of Ticketing and reservation Procedures' are addressed in this document.

In particular are subject to audit:

- **Issuances, reissuances, revalidations, refunds of both tickets and EMDs**
- **Flight application, misplating, routing and booking class application on third carriers (In accordance with IATA resolution 852)**
- **Bookings of AF or KL marketing or operating flights or services**
- **Miscellaneous**

## **2. Issuances, reissuances, revalidations, refunds**

Are included all fare elements on manual and automated fare quoted for published and negotiated programs (including Private, Corporate, Tour Operators and Group fares and conditions), surcharges, commissions, taxes and forms of payment.

The ADM is due even if the ticket was cancelled, refunded or not used.

### **2.1 Fares and fare rules**

In case deviations of the fare rules are found on tickets during the audit process, Air France KLM will systematically generate ADM reflecting value of difference between the real applicable fare and the applied fare (except for ADM based on fixed amounts).

If no reference fare available, a fixed amount of :

→ on medium haul : 300 EUR (equivalent in local currency) ADM will be raised for Economy class or 600 EUR (equivalent in local currency) ADM for Premium Economy / Business.

→ on long haul : 1000 EUR (equivalent in local currency) ADM will be raised for Economy class or 3000 EUR (equivalent in local currency) ADM for Premium Economy / Business / La Première.

### **2.2 Contractual missing or incorrect information on the ticket such as (but not limited to):**

- Corporate Information
- Ticket Designator
- Ticket Number on EMD or missing EMD number on the Ticket
- Tigre File number and Amadeus PNR reference in Tourcode (Groups)



- Fare Calculation box in case of reissue

A fixed amount ADM of 50 EUR (equivalent in local currency) will be raised (in addition to another ADM amount if needed)

**2.3 Flight application, misplating, routing and booking class application on third carriers**

**Legal position**

The ADM are subject to IATA resolution 852 “designation and selection of ticketing airline”, which defines the rules and issuing priorities. It determines clearly that the travel agent is responsible for the tickets issued, even if GDS enables it.

- **Flight application**

Travel agent should check if the marketing carrier is permitted to be used in AF/KL/DL/KQ/A5 private or public fares (pricing rule: "flight application").

If a marketing carrier is not permitted, an ADM is proposed which amount is equal to the difference with the first public fare in which the other airline is permitted without “flight application” restriction.

ADM reason: Incorrect fare

- **Misplating**

Occurs in the case when Private fares of other airlines are used on AF or KL ticket stock or for any other fares for which AF/KL plate is not allowed (pricing rule: "sales restriction").

The amount to be raised is based on the IATA rule Revenue Accounting Manual (chapter A2 paragraph3):

- The first applicable public fare of the airline without plating restrictions, or if not existing:
- The first applicable AF/KL or partner fare (DL, KQ, A5 - if no restriction on this airline) will be used, or if not existing:
- A fixed amount of :

    → on medium haul : 300 EUR (equivalent in local currency) ADM will be raised for Economy class or 600 EUR (equivalent in local currency) ADM for Premium Economy / Business.

    → on long haul : 1000 EUR (equivalent in local currency) ADM will be raised for Economy class or 3000 EUR (equivalent in local currency) ADM for Premium Economy / Business / La Première.

ADM reason: Misplating - fare not permitted on AF/KL ticket stock

Fares of the airlines for which AF or KL is GSA may be issued on AF KL respective ticket stock and will not result in an ADM: the list of GSA is available in AgentConnect.biz.

- **Wrong booking class on third carrier/Routing not permitted on third carrier**

In case of wrong booking class or routing not permitted, ADM will be raised based on the applicable fare per cabin for sector flown.

ADM reason: Incorrect booking class or Routing not permitted

**2.4 Incorrect / missing Baggage allowance**

per O&D and per direction (ADM amount in EUR)	Short and Medium-Haul	Long-haul
Incorrect baggage allowance of 1 additional piece vs. number of piece(s) allowed or missing baggage allowance	55 EUR per additional piece or for missing baggage allowance	100 EUR per additional piece or for missing baggage allowance

(equivalent in local currency)

On certain destinations/programs weight concept still applies. In that case, the maximum weight concept allowed is equivalent to 1 PC.

### **2.5 Tour Operator fares**

An ADM will be sent to the travel agent if passengers holding tickets with special Tour Operator fares are not eligible to travel with these fares, for example when a Tour Operator fare is sold without any additional services or if the minimum required level of these services (in regard to AF/KL rules) is not reached. Proof of eligibility produced after audit and ADM issuance will not be accepted.

These ADM will be charged using fixed amounts according below:

- Short haul flights in economy cabin: 100 EUR (equivalent in local currency) per ticket and per passenger
- Medium haul flights in economy cabin: 150 EUR (equivalent in local currency) per ticket and per passenger
- Long haul flights in economy cabin: 250 EUR (equivalent in local currency) per ticket and per passenger
- For travel in other cabins, the fare will be recalculated to the first unrestricted public fare in the same cabin.

## **3. Booking AF and/or KL marketing and/or operating flights or services**

### **Comply with AIR FRANCE KLM Booking Policy**

Travel Agents making bookings where AIR FRANCE and/or KLM are the marketing carrier and/or operating carrier should comply with the AIR FRANCE KLM Booking Policy.

Any non-compliance with the AIR FRANCE KLM Booking Policy may result in agency debit memo (ADM) for the Travel Agent.

It is the responsibility of the Travel Agent to actively acquire the latest version of the AIR FRANCE KLM Booking Policy on AGENTCONNECT.BIZ.

The ADM is due even if the booking was cancelled before or after flight departure date.

### **3.1 Revenue Management circumvention to obtain better availability**

The agent must book from the availability display, per Origin & Destination (O&D) in the chronological order of each O&D.

Changing the Point of Commencement (PoC) or Point of Sale (PoS) in the purpose of circumventing inventory control is not permitted.

If PoC or PoS steering was subverted in any way an ADM will be sent. The ticketing agent is responsible for malpractices even if booking has been done by a sub agent.

Fixed amounts apply per direction and per passenger:

- 450 EUR (equivalent in local currency) whatever the ticketing country (excluding US, CA and MX) for Economy and Premium Economy fares.
- 950 EUR (equivalent in local currency) whatever the ticketing country (excluding US, CA and MX) for Business or La Premiere fares.
- 600 USD (equivalent in local currency) for US, CA and MX ticketing, for for Economy and Premium Economy fares.

- 1200 USD (equivalent in local currency) for US, CA and MX ticketing, for Business or La Premiere fares.

### **3.2 Breaking of Married Segments (audit of tickets sold as O&D)**

The agent undertakes to only book from the availability display for the O&D (origin & destination) concerned and not by subverting married segment controls before or after EoT (end of transaction) on other O&Ds.

In case a Travel Agent issues a ticket based on PNR with broken segments that were initially married, an ADM will be sent. The ticketing agent is responsible for malpractices even if booking has been done by a sub agent.

Fixed amounts apply per direction and per passenger:

- 450 EUR (equivalent in local currency) whatever the ticketing country (excluding US, CA and MX) for Economy and Premium Economy fares.
- 950 EUR (equivalent in local currency) whatever the ticketing country (excluding US, CA and MX) for Business or La Premiere fares.
- 600 USD (equivalent in local currency) for US, CA and MX ticketing, for Economy and Premium Economy fares.
- 1200 USD (equivalent in local currency) for US, CA and MX ticketing, for Business or La Premiere fares.

### **3.3 Duplicate bookings**

The agent undertakes not to book the same passenger on several flights in the same day, or on several consecutive days, for the same journey, knowing already that it won't be possible for the passenger to travel on all the booked segments.

In case of cancellation of those duplicate bookings by AF or KL, a fixed amount per passenger and per cancelled segment will be raised:

- 8 EUR (equivalent in local currency) whatever the ticketing country excluding US, CA and MX
- 10 USD for US, CA and MX ticketing

### **3.4 Inactive segments**

The agent undertakes to delete from the PNR all flight segments with a status HX/NO/UC/UN (\*) latest 24 hours before departure.

Inactive segments remaining in the PNR within 24 hours prior to departure are subject to a fixed fee of 3.50 EUR (or equivalent in local currency) per seat per passenger.

(\*) Inactive segments are notified to the agents in their GDS queues with a status:

- HX = holding cancelled
- UC = unable/flight closed
- UN = unable/flight cancelled
- NO = no action taken

### **3.5 Abusive extension of Ticket Time Limit**

Any abusive use of specific remarks in order to benefit from a more lenient ticket time limit will be liable to a fixed ADM amount per passenger and per AF or KL flight segment of:

- 50 EUR (equivalent in local currency) for Economy
- 100 EUR (equivalent in local currency) for Premium Economy / Business / La Premiere.

## **4. Miscellaneous**

### **4.1 Groups**

Conditions specified in the TIGRE contract will be audited such as fare, taxes and surcharges, number of passengers travelling (minimum 10 passengers).

Groups must be plated on the airline ticket stock specified in the group section of the distribution contract between agent and AFKL. Plating on a different carrier ticket stock than specified in the contract will raise an ADM of 100 EUR (or equivalent in local currency) for each ticket.

Non-materialisation of group (less than 10 clients travelling) are charged retrospectively per ADM for each No Show passenger. ADM is calculated with a fixed amount:

→ Short haul 80 EUR (equivalent in local currency), Medium Haul 350 EUR (equivalent in local currency), Long Haul 650 EUR (equivalent in local currency).

Cancellation fees for non-materialisation of group travel are charged retrospectively per ADM according to the group contract agreed and signed between the Agent and AIR FRANCE KLM.

### **4.2 Use of AIR FRANCE KLM Merchant of Record (MOR)**

The use of the Carrier's MOR by the Travel Agent shall be in accordance with IATA resolution 890 (Card Sales Rules)

The authorization shall be valid ONLY for the customer's card and in no event a Card issued in the name of the Agent, or in the name of a person permitted to act on behalf of the Agent, or in the name of the Agent's officer, partner or employee, shall be used in connection with the sale of AIRFRANCE KLM Traffic Documents to any customer of the Agent.

The Travel Agent is not allowed to use the Carrier's MOR for online sales unless a previous and written authorization has been provided by the Carrier.

In case of violations AIR FRANCE KLM will raise an ADM of 3% of the amount paid with the credit card to recover the credit card commission incurred on agent's behalf.

### **4.3 GDS Costs for AF/KL**

In order to control the costs of their distribution systems, AF and KL demand that the Agent do not exceed a maximum level of availability requests on AF and KL inventory systems.

AFKL has defined a ratio of number of availability requests "looks" divided by the number of net segments booked on the Carriers during the same period, hereafter referred to as "look-to-book ratio".

Agent look-to-book ratio, calculated for AFKL shall not exceed a ratio of 1000 per month.

AFKL will inform the Agent in case it has overpassed the look-to-book ratio in a period of one (1) month. The Agent is expected to adjust its system settings immediately, with a remedy period of 1 month, in order to restore its level of availability requests within the defined ratio.

In case such remedy is not executed and the level of availability requests is not restored within the defined ratio, AFKL will invoice the Agent at the end of the year of any excess of the level availability requests. The cost of each extra availability request made over the year will be raised according to below table.

Threshold	Look to Book ratio		Charge per 10 000 excessive transactions ( in €)
	from	to	
1	1000	2000	1
2	2001	5000	2
3	5001		5

## **5. ADM minimum amounts and administrative fees**

### **5.1 ADM minimum amount**

In case of ADM related to surcharges, commission, taxes and fees a minimum of 1 EUR (equivalent in local currency) applies. For other reasons, no ADM below 8 EUR (equivalent in local currency) is sent.

In case of persistent practices of under collection (multiple occurrences of underpayments whatever the amount, by the same IATA), Air France KLM reserves the right to recover these underpayments by sending an ADM. No ADM minimum amount applies in this case.

### **5.2 Administrative fees**

To cover audit process cost, a fixed amount of 20 EUR (equivalent in local currency) is added to each ADM above 8 EUR (equivalent in local currency) except for:

- ADM on Missing information
- ADM on Married Segment abuse

## **6. ADM process in BSP**

In compliance with IATA resolution 850m:

- » An ADM can be sent out by the airline via BSP within 9 months after the final travel date. When the final travel date cannot be established, the expiry date of the document will be used. After this period payments will be settled between the agency and the airline directly.
- » In line with IATA Resolution 850m, Air France KLM will send the ADM via BSP link with no financial consequences during the latency period (15 days).
- » Disputes can only be done via BSP link. Attach any enclosures via BSP link only as this will ensure an optimal service from AIR FRANCE and KLM.
- » When making a dispute, a valid and clear justification must be provided at all times in the "Dispute Reason" box. Otherwise the dispute cannot be handled. Responsible behaviour in case of ADM disputes is required from both the Agency and the Airline.

**Air France KLM ADM Policy**  
In compliance with IATA resolution 850m



- » Please mention your contact details for an efficient handling by AF/KL.
- » AIR FRANCE and KLM will reply to your dispute within 60 days (conform Resolution 850m) giving a clear explanation of the acceptance or denial of the dispute.

**Contact Information**

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

[irkrotenko@airfrance.fr](mailto:irkrotenko@airfrance.fr) or

[afkl.b2t.ua@websupportklm.com](mailto:afkl.b2t.ua@websupportklm.com)