



# AGENCY DEBIT MEMO POLICY

Version 1.0

## DISCLAIMER

The content of this document is intended solely for the use of individual or entity to whom it is addressed and any others who are specifically authorized to receive it. It may contain confidential information. You are hereby notified that any disclosure, copying, distribution or otherwise placing reliance on the contents of this information is prohibited and may be unlawful in certain legal jurisdictions. The contents of the following document are the property of Etihad Airways. This document is provided for its intended recipients to use as a statement of requirements for business. Etihad Airways reserves the right to add and/or delete material from this document at any time.

Contents

1. INTRODUCTION.....	3
2. SALES & REFUND DOCUMENTS ADM POLICY.....	3
2.1 Key points.....	3
2.2 ADM Scope.....	4
3. GDS BIDT ADM POLICY.....	5
3.1 Key points.....	5
3.2 ADM Scope.....	5
4. ADM DISPUTE & ADMINISTRATIVE COLLECTIONS.....	6

## 1. INTRODUCTION

In accordance of the IATA resolution 850m Etihad Airways is hereby furnishing ADM policy. Etihad Airways will issue an ADM to collect amounts or make adjustments to Etihad Airways traffic documents issued by, or at the request of the Agent. An ADM may also be used to collect amounts where a traffic document has not been issued, if agreed with the Agent, for example, for deposits for group sales.

## 2. SALES & REFUND DOCUMENTS ADM POLICY

### 2.1 KEY POINTS

2.1.1 An ADM will only be submitted for processing through the BSP to adjust sales if issued within nine months of final travel, or when the final travel date cannot be established, the expiry date of the document. To adjust refunds, an ADM will only be issued within nine months of the BSP remittance date on which the document was settled. For any charge due Etihad Airways beyond this period, Etihad Airways will agree with the Agent bilaterally the best settlement method and only submit an ADM through the BSP process if agreed by the Agent.

2.1.2 For agency not registered with IATA, ADM's will be raised manually and Correspondence will be sent to agents or Etihad local office.

2.1.3 For all Manual ADM's raised, Etihad Airways will provide a credit period of maximum 14 Days from the date of submission of those ADM's to the Agents. Beyond this time frame if the agent fails to settle the disputed amounts to Etihad Airways, Etihad Airways will then institute legal action for collection of these funds/Bank Guarantee/Insurance.

2.1.4 The minimum value of a single ADM shall be USD 10 per agent per fortnight or per reporting period whichever is earlier. However, if there is a persistent practice of under-payment (multiple occurrences of under payments less than USD10 or equivalent) by the same Agent (IATA location), Etihad Airways may raise an ADM to recover the under-payments.

2.1.5 The general principle applied by Etihad Airways for raising an ADM for non-compliance with ticketing rules is to raise the fare to the next applicable fare that meets all fare & ticketing rules/conditions for the journey travelled/booked. (This does not apply when there is a fixed amount penalty charge as communicated through notes in the fare rules, by letter or any other communication e.g. Key News for specific markets)

2.1.6 Etihad Airways will not issue more than one ADM on the same original booking, if it is for different memo reason and charges. (This does not apply when an ADM is cancelled and raised again for the same reason but for a different value.)

## 2.2. ADM SCOPE

ADM shall be raised specific to following discrepancies.

Fare calculation	Endorsement restrictions
Abuse of CIP (Carrier Identification Plate) selection rules	Refund calculation
Minimum/Maximum stay	Fare non-refundable
Booking class / Class of travel	Cancellation fee/ Refund charge
Advance Purchase requirements	Refund on partly used ticket
Surcharges Weekend/YQ/YR	Conjunction ticket refunded separately
Routing/Flight requirements	Duplicate refunds
Child/Infant/Other discounts	Correct original airline
Expiry of fare/ticket	Commission on Refund
Open Jaws	Tax refunds
Stopover & Transfers	Agency checks
Seasonality/Travel Restriction/Blackout	Credit Card Refunds
Combinations for Fares & carriers	Ticket Refund validity
Commission	No Show Charges
Tax calculation	Group Fares
Agent IATA application	Group rules & conditions
AD/ID/Trade discounted fares	Lost ticket/Black listed tickets
Form of Payment	Dual utilization of coupons
Missing & Incorrect Tour Codes/Sanction Codes/Waiver codes/Discount code	Any conditions/Rules/Charges covered under contracts/Deals/Sanctions/Fares
Add-ons calculation	BSP billing discrepancies
Joint Fare violation of other airline and Airlines partner Joint fares	Conversion rates
IATA fare construction	Credit Card charge back
Reissue fare calculation	Out of Sequence
Reissue Tax calculation	Sales not reported.
Commission on Reissue	Tickets reported as void but utilization of such tickets are noticed.
Change fee/Reissue charges	RBD Abuse
Name Change	Any Incorrect Ticketing
Expired tickets reissued	Baggage allowance ADMs
Original ticket details not reported in Re-issue ticket.	Credit Card Fraud

### 3. GDS BIDT ADM POLICY

#### 3.1 KEY POINTS

3.1.1 Etihad Airways will issue an ADM for specified malpractices on booking procedures based on GDS BIDT (Billing Information Data Tapes) data which contains all transactions done by every Travel Agent using that specific GDS / CRS.

3.1.2 An ADM will be submitted for processing through BSP to collect amounts or make adjustments for misuse of inventory and specified malpractices on booking procedures.

3.1.3 For all Manual ADM's, correspondence will be sent to agents or Etihad local office if agency not registered with IATA.

3.1.4 Etihad Airways will include more than one transaction on any ADM for inventory misuse and specified malpractices on booking procedures.

3.1.5 Etihad Airways will endeavor to provide as much information as possible on an ADM to ensure it is specific in detail about the reason a charge is being made..

3.1.6 Etihad Airways will charge USD 5.00 (or equivalent in local currency) for each Passenger/segment hold in the certified malpractice.

3.1.7 The minimum value of a single ADM shall be USD 10.00 per agent per fortnight or per reporting period whichever is earlier. However, if there is a persistent practice of under-payment (multiple occurrences of under payments less than USD 10.00 or equivalent) by the same Agent (IATA location), Etihad Airways may raise an ADM to recover these under-payments.

#### 3.2. ADM SCOPE

ADM will be raised for malpractices on booking procedures on following parameters.

- Excessive Canceling reservations
- Churning
- Duplicate Bookings/Segments
- Fictitious or Speculative Bookings
- Test or training PNRs

#### **4. ADM DISPUTES & ADMINISTRATIVE COLLECTIONS**

4.1.1 Administration fees of 15 % (of the ADM value) will be applied for all the ADM's to be raised, which will be included in the respective ADM itself.

4.1.2 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.

4.1.3 All correspondence in respect of disputes must be directly corresponded on the communication details mentioned on the ADM. If Disputes are accepted by Etihad Airways all charges associated with such ADM's will be reversed with an ACM in the respective BSP links.

4.1.4 Agents when disputing ADM's must provide supporting documentation.

4.1.5 No dispute shall be entertained by Etihad Airways whose billed date is more than 180 days old.

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

4.1.7 Dispute period of all Manual ADM's should be within 14 Days from the date of submission. All disputes submitted by agents to Etihad Airways must be supported with relevant supporting documents.