



ADM POLICY AND PROCEDURES

BSP Country: Ukraine

Effective Date: 01/06/2014.

Dear Travel Agent,

In accordance with IATA resolution 850m (Passenger Agency Conference Resolutions Manual), given below is the ADM Policy which shall be applied by Emirates from the effective date mentioned above.

1. INTRODUCTION

- 1.1 The ADM serves to notify an Agent that unless there is some justification to the contrary, the Agent owes the issuing BSP Airline the amount shown on the ADM for the reasons indicated.
- 1.2 ADMs are a legitimate accounting tool for use by all BSP airlines to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Standard Traffic Documents issued by or at the request of an Agent.
- 1.3 Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or a local representation of Agents or through the applicable local joint consultative forum.

2. BSP PROCESSING OF ADMs

- 2.1 ADMs shall only be processed through BSP if issued within nine months of the final travel date of the revenue document.
- 2.2 For any debit action required beyond this period, Emirates will correspond with the Agent to conclude the matter. Once resolved, and with the agreement of both parties, the debit may be collected by ADM or manual settlement.

3. ISSUANCE PRINCIPLES

- 3.1 The minimum value for the issuance of ADMs relating to Traffic documents will be USD 50 or equivalent, per agent, per BSP reporting period, irrespective of the reason for debit.
- 3.2 ADMs will indicate the reason a charge is being made.
- 3.3 An ADM relates to a specific transaction only and will not be used to group unrelated transactions together. However, more than one charge can be included on an ADM if the reason for the charge is the same and a detailed supporting list is provided with the ADM.
- 3.4 No more than one ADM will normally be raised in relation to the same original ticket issuance. When more than one ADM is raised in relation to the same ticket it shall be specified for a different adjustment to previous issues.
- 3.5 Except where otherwise agreed in the local market, such as GDS wastage costs, ADMs will not be used to collect third party costs not directly associated with the initial ticket issuance of passenger journey. ADM for GDS wastage costs will be applied to agent in case if segments with status codes HX, UC, NO, UN or other rejected segments status remain on the PNRs and are not cancelled at least 36 hours prior to departure. ADM for unremoved segments equals associated GDS/CRS fees.
- 3.6 An agent shall have a minimum of 14 days in which to review an ADM prior to its submission to BSP for processing.

4. ADMINISTRATIVE CHARGES

- 4.1 Emirates may apply an administrative charge of **USD 15 per ADM or equivalent** for under-collections of incorrect ticketing, adjustment of refunds claimed/incorrect calculations or any other adjustments required.
- 4.2 In addition to above described cases same administrative charges may be applied in cases of
- Speculative / Fictitious Booking** : Bookings made in an anticipation of a sale where no definite passenger exists by using fake names
 - Test Booking** : Bookings created with the purpose of testing/agency training/ Business tracking services etc.;
 - Churning** : Segments that are repeatedly cancelled / rebooked to prolong /circumvent time limits;
 - Duplicate Bookings** : duplicate PNRs for the same passenger with the same itinerary;

-Inactive Bookings : segments in PNR with status code HX, UC, NO, UN or other rejected segments status.

4.3 The administrative charge, associated with raising an ADM, will be issued as a separate ADM document.

5. DISPUTES AND DISPUTE RESOLUTION

5.1 Agents may dispute the ADMs within a maximum period of 30 days of receipt of an ADM, or as per the time limit assigned by the local BSP whichever is earlier.

5.2 Disputes raised by the agents shall be reviewed by Emirates within 60 days and if it is established that the ADM is not valid, all charges associated with such ADM shall be cancelled.

5.3 Any dispute on a settled ADM in BSP link that is upheld by Emirates will be reversed by issuance of an Agency Credit Memo (ACM). No dispute or ACM request shall be entertained by Emirates where the ADM billed date exceeds 90 days.

5.4 Following consultation and if both parties agree a disputed ADM may be referred to the Travel Agency Commissioner to be resolved.

6. CONTACT DETAILS

6.1 The contact details with whom correspondence can be initiated will be available on the respective ADM in BSPLINK. For any further clarification or information you may contact –

Local office:

Tatiana Tykhomyrova (ADM/ACM queries)
Olga Pryimak (General queries)

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