

# Agency Debit Memo (ADM) Policy

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- ## Booking & Ticketing Policy
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This policy applies to all GDS subscribers including travel agents and any person or entity accessing Etihad Airways internal reservation system content via the Internet or any other electronic means. It is the responsibility of the GDS subscribers to ensure that all of its employees, agents and contractors, in all of its locations are familiar with this policy.

We hereby request all GDS subscribers to make every effort to comply with these policy guidelines.

### 1. Inactive Segments

When a reservation is affected by a schedule change, ticketing time limit action, flight cancellation or any other circumstance, Etihad Airways sends a notification directly to the original booking agents GDS queue. This notification communicates the change and directs the booking agent to accept the changes in the passenger name record (PNR) and remove the inactive segments.

Changes to itinerary segment status resulting in inactive segments require action at least 24 hours prior to departure. This includes cancelling ticketed or un-ticketed segments with a status code of UN, NO, HX, WK, WL, or WN.

### 2. Waiting lists:

Travel Service providers must not repeatedly create waitlisted booking, since these do not increase chances of confirming and result only in higher booking volumes and increased GDS fees for Etihad Airways.

Travel Service providers must ensure all waitlisted bookings are removed from the active PNR at least 24 hours prior to departure.

### 3. Space Churning:

Excessive and repeated booking and cancelling of space is often done to:

The above practices are strictly prohibited and if identified, will be invoiced on a per segment basis and could potentially incur very high invoice amounts.

### 4. Duplicate segments on a booking /alternative segment for the same passenger:

A Travel services provider must not create impossible traveling itineraries in a single booking. It is not allowed to hold concurrent flights for the same travel period where it is not possible for passenger to travel simultaneously.

Debit memos of USD10 per passenger per segment will then be raised against travel agencies found in violation.

### 5. Fictitious/speculative booking & ticket numbers:

Holding on to Etihad Airways inventory until a passenger or ticketing opportunity arise increases the airlines booking fees and reduces the availability of Etihad Airways product. Your cooperation is requested to use the GDS only when it relates directly to passenger's request or intention to purchase a ticket.

Creating segments, passive or active, or a combination of both, to meet GDS productivity agreements is a breach of standard industry procedures. This includes the ticketing of duplicate space from one GDS to another to fulfill booking requirements and gain GDS incentives.

Inputting fictitious ticket numbers to hold a booking leads to a reduction of availability of the Etihad Airways product. Refrain from making reservations with fictitious names, or entering false ticket numbers. Booking which contain fictitious names or ticket numbers will be screened. Once identified, such booking is subject to automatic cancellation and Debit memos of USD10 per passenger per segment will then be raised against travel agencies found in violation.

#### **6. Passive bookings:**

An acceptable passive segment is entered into a GDS for the purpose of ticketing. It must match an existing booking in Etihad Airways internal reservation system. The use of mismatched segments to issue tickets is strictly prohibited.

Industry standards require that passive segments be used "for the purpose of ticketing" only after a booking has been made in an airline inventory system. Etihad Airways does not allow passive segments to be used for other reasons, including but limited to:

If a passive segment is rejected by Etihad Airways then the passive segment should be cancelled immediately by the agent following complaint usage in order to avoid unnecessary fees to Etihad Airways.

#### **7. Married Segments:**

Agents must never break married segments. Agents that break married segments to the mere scope of gaining access to otherwise unavailable classes will be charged with ADM. In case of married segment violation to gain access, Etihad Airways will issue ADM and such agent will be charged a penalty as set forth in the consequences for policy violation. The booking of an O&D in separate availability requested per leg shall also be considered as a married segment abuse.

The agent that issues the ticket will be held liable in case of any EY booking policy violations. This can occur even in scenarios where an IATA agent issues a ticket for a booking that has been created by a Non-IATA agent. An ADM will be raised for the fare difference between actual Origin/Destination (O&D) pair used for booking and the O&D pair ticketed, plus an ADM fee of USD 300 (or equivalent in local BSP currency) per segment/passenger.

#### **8. Fare rules:**

Adhere to all ticketing and fare rules, ensure that the booking is either ticketed or cancelled prior to the expiry of the ticketing time limit. Etihad Airways reserves the right to use an automatic program to cancel segments when ticketing has not occurred within the ticketing time limit

#### **9. Training/Test bookings:**

Creating bookings for testing or training purposes using live inventory is not permitted.

Test bookings should by no means be used for the purpose of itinerary pricing. Pricing transactions are available for all pricing requirements and it is the responsibility of the agency to provide its personnel the training necessary in order to foster the use of those transactions. Once identified, such booking is subject to automatic cancellation and Debit memos of USD10 per passenger per segment will then be raised against travel agencies found in violation.

#### **10. Origin - Destination (O&D) availability abuse:**

Agents must never break the origin-destination availability to get a better availability access. Availability is based on point of Sale POS: O&D. Availability on a flight may differ from POS to POS. Booking should be created using the OD availability and not segment availability. When a flight shows an "Availability Display" as part of a connection, the

entire connection or travel option must be sold together. Bookings sold initially must not be separated and arrive at an OD pair.

When POS availability is used from one country where the availability is higher than the availability of point of Origin and it is ticketed from the POS of origin it would be considered as a violation of Incorrect Availability.

Example: Agent in POS AU books ATH-AUH-SYD where the availability is in Q class, but for POS GR on the same flight is available only from K class and the above is ticketed in Q in POS GR it would be considered an incorrect Availability used for ticketing and ADM will be raised.

The agent that issues the ticket will be held liable in case of any EY booking policy violations. This can occur even in scenarios where an IATA agent issues a ticket for a booking that has been created by a Non-IATA agent. This can occur even in scenarios where an IATA agent issues a ticket for a booking that has been created by a Non-IATA agent. An ADM will be raised for the fare difference between actual Origin/Destination (O&D) pair used for booking and the O&D pair ticketed, plus an ADM fee of USD 300 (or equivalent in local BSP currency) per segment/passenger.

#### **11. Invalid Ticket on bookings (E ticket validation):**

Holding confirm bookings with VOIDED/REFUNDED/FLOWN TICKET in live inventory is not permitted.

Invalid ticket numbers include restricted, used, refunded, voided or non – existent ticket numbers associated with confirm segments in a booking. A valid ticket should be provided immediately or booking needs to be cancelled if ticket is voided/refunded/flown. Once identified, such booking is subject to automatic cancellation and Debit memos of USD10 per passenger per segment will then be raised against travel agencies found in violation.

#### **12. Interline Ticketing:**

Travel Service provider must not validate any ticket on Etihad Airways if the ticket contains a flight segment(s) on any other airlines unless the other airline is a Etihad interline partner and has a ticketing and baggage agreement with Etihad. In addition, any ticket validated on Etihad must contain at least one Etihad flight segment. A listing of Etihad's interline partners is available via Travel Service Provider's GDS system. We permit stand alone tickets only for our Partner Airlines where they are not present in local BSP.

#### **A note about booking, the afore mentioned policy**

Etihad Airways shall have the right to audit all booking transaction to identify non-compliant booking practices and reserves the right to issue invoices to recover excessive GDS cost wastage. If the non-compliant activity is continued by a travel agent, Etihad Airways reserves the right to take additional action up to and including restricting that agency's access through the specific GDS which was used by the agency to abuse Etihad Airways inventory.

It is expressly understood that the principles, rules, and instructions set forth above are in addition to the rights of each Carrier pursuant to the ARC ARA and the IATA Passenger Sales Agency Agreement (as may be amended from time to time)

Each agent's concurrence with these principles, rules, and instructions shall occur by such agent's continuing performance under the ARC ARA or the IATA Passenger Sales Agency Agreement.

#### **B- Consequences for policy violations**

Damages- Etihad Airways reserves the right to hold the travel service provider responsible and liable for any losses and damages due to violation of this policy by the relevant travel service provider.

#### **ADM Issuance:**

ADM will be processed through BSP/ARC and issued within 9 months of the final travel date or the expiry date of the document, when the final travel date cannot be established.

The minimum amount for the issuance of a single ADM is **\$10** (or equivalent amount in local currency), Differences that are lower than the amount above mentioned, related to more transactions of the same kind and with the same memo reason, may be included in one single ADM.

**ADM Fee Structure applicable for GDS violation of policy**

<b>Policy</b>	<b>Charges (in US\$)</b>
Un-cancelled Inactive Segments	US \$10 per passenger/per segment
Space Churning	ADM will be raised for the excessive churn cost amount
Duplicate segments on same bookings	US \$10 per passenger/per segment
Fictitious/Speculative bookings	US \$10 per passenger/per segment
Married Segment Control abuse	Fare difference between actual Origin /Destination (O&D) pair used for booking and the O&D pair ticketed, plus an ADM fee of USD 300 (or equivalent in local BSP currency) per segment/passenger
Origin - Destination (O&D) availability abuse	Fare difference between actual Origin/Destination (O&D) pair used for booking and the O&D pair ticketed, plus an ADM fee of USD 300 (or equivalent in local BSP currency) per segment/passenger
E-Ticket Validation (Invalid Ticket)	US \$10 per passenger/per segment

**Sales & Refund ADM Policy**

**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. 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

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Abuse of CIP (Carrier Identification Plate) selection rules

Refund calculation

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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

3.1.1 Applicable Administration fee will be applied for all 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 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.

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

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

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

3.1.7 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.