



ADM POLICY AND PROCEDURES

Date: 01/04/2014.

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. In the event that the final travel date cannot be established the ADM shall be processed within nine months of expiry date of the 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.
- 2.3 ADMs will be issued for any excess claim of Refunds within nine months of the BSP refund reporting date.

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.
- 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 In the event that Emirates applies a charge for under-collections, incorrect ticketing, adjustment of refunds claimed and calculated incorrectly or any other adjustment required, such charges will be notified to the trade in advance.
- 4.2 The administrative charge associated with raising an ADM, will be incorporated in the same ADM document.

5. DISPUTES AND DISPUTE RESOLUTION

- 5.1 Agents may/ may not dispute the ADMs in the respective BSP link 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 Emirates contact details will be displayed on the respective ADM in BSPLINK.
