



ADM POLICY DOCUMENT

# ADM Policy Document

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## Applicable for Domestic & International

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Applicable for Agents: (**Domestic & International**)

Effective Date: **01 June 2016**

Set forth below is US-Bangla Airlines' policy on Agency Debit Memos (ADMs) to Travel Agents within the Bangladesh or settlement Currency is BDT and for domestic sector only. The purpose is to make clear the circumstances under which ADMs will be issued and to highlight the guidelines that US-Bangla Airlines will apply.

This ADM policy supersedes previous communications published and is valid from **01 June 2016** until further notice.

#### Summary of the ADM Policy

- ADMs will only be submitted for processing through BSPLink to adjust sales if issued within 9 months of final travel date, or when the final travel date cannot be established, the expiry date of the document. In the case of refund transaction, within 9 months after such refund has been made by the Agent.
- ADMs are not commissionable. i.e, an Agent may not withhold commission from ADM proceeds remitted to US-Bangla Airlines.
- An Administrative Fee of One thousandBDT (BDT1000) will apply for violation of booking and ticketing conditions, Reservation System Ref Fare Sheet and Reservation System Bulletins.

The specifics are as follows:

#### **1. Scope**

1.1 ADMs will be issued to collect amounts or make adjustments to agent transactions in respect of the issuance and use of US-Bangla Airlines' traffic documents, issued by or at the request of the Agent, regardless of which carriers are included in the itinerary. An ADM may also be issued to collect amounts where a traffic document has not been issued.

1.2 ADMs may be issued for any type of violation such as, but not limited to, fare rule, booking, ticketing, tax, commission, sales reporting or refund violations.

1.3 In general, US-Bangla Airlines will raise ADMs to the respective agents for the following circumstances:

- Violation of booking and ticketing conditions e.g. failure to apply the relevant fares, rules, booking class, passenger type code etc.
- Unauthorised or unreported traffic documents.
- Under or incorrect collection of fare, taxes, surcharges, fees and/or other applicable charges as stated as part of the ticket conditions or specifically informed by US-Bangla Airlines to the Agent from time to time.

- Short collection & short deposit on account fares,taxes,fees and charges observed in BSP sales reports.
- Excess refund on account of wrong calculation of residual fares, taxes, fees and charges through refund Application already authorized (RA) and Refund notice (RN) as well as any type of excess payment(incentive, kick back etc.) through BSPlink ACM already issued earlier due to wrong calculation which detected later.
- Over or incorrect application of prevailing commission, discounts and/or amount allowed to Agent.
- Unauthorised or incorrect refunds e.g. refund on non-refundable fares etc.
- Credit card chargeback.
- Noncompliance with US-Bangla Airlines' GDS ticketing and booking procedure.
- Noncompliance to any other published or communicated requirements with regards to usage of US-Bangla Airlines' '779' traffic document.
- The modification, amendment (either from Infant (INF) to Child (CHD) or from CHD to Adult (ADT)) or updated charges for new published fare amount for any previous booking is suitable to be paid later on by the concerned agent.
- Charges of abuse booking identified in system as under:
  - a) Any booking created by Travel Agents which is neither ticketed and nor has removed cancelled segments prior to 6 hours departure of flight.
  - b) Any booking made within 6 hours of flight departure but not ticketed.
  - c) Any duplicate, fake booking and churning.
  - d) Verification on bookings created with fictitious names
  - e) Any passive booking which is strictly prohibited.
  - f) Booking created in higher classes that are released close to departure to make seats available in lower class excessive waitlists.
  - g) Use robotic macros/scripts to perform availability functions within Reservation system.
  - h) To collect TDS(AIT) or applicable charge from Agents.
  - i) Any kind of abusive practices which result in failed host transactions (ie Robotic Transactions, etc.)

## **2. US-Bangla Airlines Guidelines**

2.1 ADMs will be raised through BSPLink within 9 months of the final travel date, or when the final travel date cannot be established, the expiry date of the document. In the case of refund transactions, ADMs will be issued within 9 months after such refund has been made by the Agent. For any charge due beyond this period, US-Bangla Airlines will submit an ADM through BSPLink if agreed by the Agent.

2.2 US-Bangla Airlines provides a minimum notice period of 14 days for Agents to review an ADM prior to its submission to BSP for processing.

2.3 US-Bangla Airlines will endeavour to provide as much information as possible on an ADM to ensure it is specific in its detail about the reason that a charge is being made.

2.4 ADMs may include more than one transaction if the reason for the charge is the same and details will be provided with the ADM.

2.5 Multiple ADMs may be raised in relation to the same original ticket for different discrepancies. An exception is if an ADM is cancelled and raised again for the same reason, but for a different value.

2.6 If an ADM is raised for the non-compliance of fare rules, the general principle applied is to raise the fare to that of the applicable fare. Where market or US-Bangla Airlines' carrier specific fares are concerned, then the raising of the fare would be to that of the same category of fares. Where IATA published fares are concerned, then the raising of the fare would be to that of the applicable IATA published fare.

2.7 US-Bangla Airlines will endeavour to handle rejected or disputed ADMs in a timely manner. An agent should communicate their dispute via BSPLink.

2.8 If an agent disputes an ADM, the dispute will be actioned as follows:

2.8.1 The dispute will be investigated and the decision communicated thru BSPLink within 60 days from the date of receipt of the dispute. In circumstances where the agent has furnished insufficient information to support the dispute, the dispute will be automatically rejected. If the Agent does not receive any communication from US-Bangla Airlines within 60 days of the disputed date, the Agent can assume that US-Bangla Airlines has withdrawn the ADM.

2.9 Notwithstanding the timeframe referenced in paragraph 2.8 above, US-Bangla Airlines retains the right to require settlement or other resolution of disputes outside the BSPLink process for items aged over the 60 day time limit.

### **3. Travel Agent Responsibilities**

3.1 Agents should ensure that their staff are trained in ADM procedures, so that they know the purpose of ADMs and understand the dispute period that exists.

3.2 Agents should ensure that when an ADM is disputed the response is specific in detail and that the relevant supporting information is either attached to the dispute in BSPLink or sent to the US-Bangla Airlines contact whose details are documented on the ADM.

3.3 US-Bangla Airlines will not consider the memo to be “in dispute” and will reject the claim if the above requirement listed in 3.2. are not submitted in a clear, complete and concise manner.

3.4 Agents should not dispute an ADM when there is no valid reason or supporting evidence is not available.

3.5 In accordance with Resolution 850m, an agent shall have a minimum of 14 days from receipt of an ADM in which to review and dispute an ADM prior to its submission to BSP for its inclusion in the billing. US-Bangla Airlines will not accept any ADM disputes after this period.

3.6 Agents should send any 2<sup>nd</sup> and subsequent disputes within 14 days following US-Bangla Airlines’ written communication that the initial ADM was valid.

### **4. Additional Information**

4.1 US-Bangla Airlines wants to address causes that give rise to ADM issuance and for this reason, the airline will contact an agent if the volume and type of error is occurring more frequently than normal. US-Bangla Airlines will attempt to address these issues bilaterally with the agent concerned.

4.2 US-Bangla Airlines will levy an administrative charge for raising an ADM, which will be incorporated in the same ADM document.

4.3 An Administrative Fee of One Hundred U.S. Dollars (USD100) will apply for unreported tickets, refunded tickets but uplifted; and refunded tickets where status is other than refunded.

### **5. Inadmissible (INAD) passenger:**

Issuing agent will be liable for Inadmissible (INAD) passenger(s). US-Bangla Airlines Limited reserves the rights to impose ADM against issuing agent for Inadmissible (INAD) passenger(s).