



**AGENCY DEBIT MEMO  
(ADM)**

**POLICY**

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## **Introduction**

Air Albania recognizes the importance of our travel agent partners and the trust in the relationship between our companies. Air Albania. accepts that tickets issued and their reservations booked by Travel Agents, are correctly charged and collected in accordance with all our fare rules, IATA Resolutions and the governing tariffs and rules.

We do audit our ticket sales and as such, Air Albania maintains the right to collect from the ticketing agent based in part, on the following Resolutions and Rules, and the proper fare for transportation used.

## **Background**

Air Albania has the right to audit all transactions issued by travel agencies and send ADM for any case of violations of the prevailing rules. These ADM will be handled as per IATA Resolution 850m. The objective behind this record is to give clarity to all circumstances under which ADMs shall be raised. Below summarized of the standard issue of ADM policy of Air Albania shall not be considered as a final stage of deliberation. The policy shall be reviewed periodically by Air Albania and subjected to any future changes.

## **Scope**

This report should give any agency a straightforward outline of the circumstances under which an ADM will be issued and clarify the rules that Air Albania applies to guarantee the proper issuance of PNR, tickets, in consistence with taxes, principles, general states of carriage and different directions gave via Air Albania, IATA and the GDS.

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## General Information

- Audits all ticketing and booking related transactions of any PNR that contains a ZB segment or a 219 document.
- Unless otherwise specified, Air Albania., will raise an ADM to the next applicable published fare and/or will charge the outstanding amounts of tax/fee/surcharge.
- Will only issue more than one ADM in relation to the same original ticket, if different adjustments apply. This does not apply when an ADM is canceled and raised again for the same reason but for a different value. will only include more than one transaction on any ADM if the reason for the charge is the same, details will be provided in the ADM.
- Refunds may be processed by the agent within 6 Months after date of original issue, else an ADM will be issued for the amount refunded.
- No commission will be given to agencies for any ADM issued by Air Albania
- Air Albania will endeavor to provide as much information as possible on an ADM to ensure it is specific in its detail about the reason a charge is being made.

## Reasons for ADM Issuance

Types of ADMs issued by Air Albania. include, but are not limited to:

- ***Fare Violations (Published, private and group fares)***
  - Incorrect fare application and combinability (e.g. routing or sales restrictions)
  - Incorrect fare value (under collection)
  - Minimum / maximum stay, advanced purchase rules
  - Seasonality, flight applications
  - Stopovers and transfers
  - Incorrect Booking Class
  - Incorrect Fare Basis
  - Missing or erroneous Tour Code

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- Applicable reduction not mentioned in the Fare Basis and/or missing ticket designator
  - More than one reduction applied on the same Fare Basis.
  
  - **Commission Violations**
    - Incorrect application
    - Over-collection of commission (standard & supplementary)
  
  - **Service Fees, Surcharges and Taxes**
    - Incorrect collection of taxes and surcharges
    - Missing taxes/surcharges
    - Wrongly altered taxes/surcharges
  
  - **Refund violations**
    - Incorrect calculation of refund amount, fare, taxes and surcharges
    - Incorrect application of cancellation penalty (e.g. in case of no-show)
    - Incorrect calculation of refunds commission amount
    - Incorrect form of payment on refunds (versus sale)
  
  - **Exchange/Revalidation violations**
    - Missing rebooking fee (calculated per transaction and a penalty of \$10 will be applied)
    - Undercollection of Additional collection (both autopriced and non-autopriced tickets and a penalty of \$10 will be applied )
    - Missing fee in case of name change/correction (penalty of \$50 will be applied via ADM)
  
  - **Other violations such as but not limited to:**
    - Invalid/no ticketing agreement and incorrect ticketing according to IATA resolution 852
    - Use of fake/manual/blacklisted ticket numbers
    - Noncompliance with group agreements (space churning)

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- Unreported sales
  - Double refund (Refunds via BSP link and manual)
  - Credit card charge backs / Fraudulent use of credit card
  - Interline tickets issued when no interline agreement exists
  - Ticket issued with an OPEN segment status whereas the fare basis does not permit an open segment status
  - Unproductive bookings (fictitious names, test bookings, illogical itineraries). Do not create any bookings with illogical itineraries. This includes, but is not limited to, bookings for the same passenger on concurrent flights, multiple bookings for the same passenger between the same O&D or bookings with connections that depart before the arrival of the inbound flight.
  - Fictitious names and other speculative bookings: Refrain from holding Air Albania inventory until a real passenger or ticketing opportunity arises. Create PNRs only when it relates directly to a passenger's request or intention to purchase a ticket. Avoid creation of fictitious bookings which include the use of a valid surname followed by initials (e.g. Smith A/B/C, Test/T) or celebrity names (e.g. Mouse/Mickey, Bond/James) even for any test purposes
  - Test bookings: Creating bookings for testing or training purposes using our live inventory is not permitted. All pricing related tests must be done without End of Transaction or using the training mode in your GDS. Testings related to fare products or connectivity purposes are subject to written approval by Air Albania.

### **Waiver**

Disputes can only be accepted if the waiver has been given in written form, if the refund, reissue or re-validation has been made as sign of goodwill by Air Albania. Verbal authorizations will not be accepted.

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## **Disputes**

Air Albania regards all ADM as being disputable but retains the right to issue ADM for the above-mentioned anomalies which can only be disputed through correspondence with the airline or its representative.

- Must be submitted through BSP link as long as the ADM has not been billed.
- Shall be sent by e-mail if ADM has already been settled.
- Can only be accepted within 6 Months after memo issuance date.

Air Albania will handle rejected or disputed ADMs in a timely manner in compliance with applicable IATA resolutions and regulations. If Air Albania rejects the dispute, an explanation of the reason will be communicated to the agent.

If an agent disputes any one of our ADM (as per list above), Air Albania maintains the right to re-issue any of these disputed ADM raising an administration fee of 10% based on the value of the disputed ADM should investigation reveal that the agent's dispute was not justified. Air Albania reserves the right to change any of these requirements without advance notification. All parties involved will be notified of any changes.

## **Contacts:**

- 1) Maureva: [zb\\_team@maureva.com](mailto:zb_team@maureva.com)
- 2) Air Albania: [revenue\\_management@airalbania.com.al](mailto:revenue_management@airalbania.com.al)

## **Appendix**

Expectations from Travel Agents:

- To train your staff in ADM procedures, their purpose and the dispute period that exists.
- To Inform your customers and passengers with applicable fare conditions and rules.
- To ensure that when an ADM is disputed, the response is specific in detail and the relevant supporting information is sent to Air Albania through provided contacts.