



# AGENCY DEBIT MEMO (ADM) POLICY

Kingfisher Airlines in compliance with IATA Resolution 850m hereby furnishes its ADM policy to all Travel Partners effective January, 2010.

ADM's will be raised electronically via BSPlink for transactions that fall within the nine months time limit.

The dispute mechanism on BSPlink has been activated. All disputes must necessarily be made online specifying reasons for dispute within a latency period of 14 days from the date of ADM issuance.

Any ADM disputes arising subsequent to billing, the payment for the same shall first be made and the dispute if found correct, Kingfisher Airlines shall reverse the same with an ACM.

All disputes/Queries with regards to ADM's raised by Kingfisher Airlines should be sent to [adms@flykingfisher.com](mailto:adms@flykingfisher.com) with supporting soft copies of GDS Histories for the Airline to validate the disputed PNR's in question. If the disputes are proved valid, the Airline shall raise an ACM accordingly.

## A. The Airline shall have the right to debit the Agency in accordance with the below:

1. Any violation of the ticketing rules including but not limited to:
  - i. Stopover condition
  - ii. Booking class / class of travel
  - iii. Minimum /maximum stay requirement
  - iv. Tour Code / Deal Code violation.
  - v. Carrier Identification Plate (CIP) Violation
  - vi. Other discounts violation
  - vii. Commission Violation
  - viii. Ticket Expiry checks
  - ix. Fare calculation check
  - x. Surcharges (YQ/YR) reported in fares checks



- xi. Refund / non-refundable conditions
- xii. Agent IATA code checks
- xiii. Credit Card Refunds Checks
- xiv. Duplicate refund check
- xv. Credit card chargeback
- xvi. Tax refunds
- xvii. Fare / Tax recalculation
- xviii. Tax violations

2. Non-compliance with any of the fare conditions attached to joint fares with other airlines and Airlines partner joint fares including

- i. Advance purchase
- ii. Reissue / Refund
- iii. Weekend surcharges Violation
- iv. Routing / Itinerary check
- v. Add-ons violation
- vi. Seasonality checks
- vii. Combination violation
- viii. Baggage allowance check
- ix. Carrier combination Checks
- x. Blackouts checks
- xi. Correct original airline check
- xii. Booking class violation

3. Failure to include the endorsement "VALID ON IT ONLY" for IT restricted fares resulting in a loss of revenue to IT.



4. Sale of special fares of other airlines ticketed on Airline document, and vice versa.
5. Incorrect issue of RBDs.
6. Any ticketing violations as covered by the Conditions of Contract; Notice of Government and Airport Imposed Taxes, Fees and Charges; and Passenger Service Charge and Security, Fuel and/or Insurance Surcharge. As covered by various resolutions in IATA Travel Agent's Handbook (IATA Passenger Sales Agency Agreement), IATA Ticketing Handbook, Kingfisher's Conditions of Carriage and Air Tariff Construction Rules.
7. Other violations, which include BSP billing errors, discrepancies in the form of payment, conversion rate violations, unreported sale, nonpayment of sale & RAF (Refund Administrative fee)
8. Various taxes to be paid to the Income Tax Department, including Tax Deduction at Source on commission earned by agents or any other applicable taxes.

#### **B. Fares to be charged in ADMs:**

If it relates to fare violations, ADMs will be issued based on the next higher fare in the same or higher cabin that meets all fare & ticketing rules/conditions for the journey traveled/booked, in addition to the ADM administration charge of USD10/-.

IATA full fare will apply in case of large scale, or repeated violation.

#### **C. ADMs for GDS Booking Policy violation:**

Violations of GDS Booking Policy for the Airlines and any subsequent updates to the same will result in issuance of an ADM.

The indicative list of violations which add to the undesirable costs and financial burden or affect smooth operations of the Airline including but not limited to:

1. Cancelling Reservations and not removing HX/UC/UN/NO segments from the PNR.
2. Churning of PNR.
3. Dual CRS/GDS
4. Duplicate Bookings/Segments



5. Fictitious or Speculative Bookings
6. Invalid Class Bookings (G, R, X)
7. Invalid Sector Pair Bookings
8. Invalid Flight Number Bookings
9. Group Bookings misuse
10. Inactive Segments
11. Passive Bookings
12. Test or Training PNRs
13. Name changes
14. Selling same segment repeatedly to get lower RBD as example below :-

14304301

121.0402/04AUG V BOMLKO NN 6

499ADA \*E1B 1B 14304301

120.0401/04AUG O BOMLKO NN 7

499ADA \*E1B 1B 14304301

119.0401/04AUG H BOMLKO NN 2

499ADA \*E1B 1B 14304301

118.0401/04AUG H BOMLKO NN 3

499ADA \*E1B 1B 14304301

117.0401/04AUG H BOMLKO NN 7

499ADA \*E1B 1B 14304301

115.0358/04AUG S BOMLKO NN 1

4EC5FA \*E1B 1B 14304301



114.0358/04AUG O BOMLKO NN 7  
4EC5FA \*E1B 1B 14304301  
113.0358/04AUG H BOMLKO NN 3  
4EC5FA \*E1B 1B 14304301  
112.0357/04AUG N BOMLKO NN 2  
4EC5FA \*E1B 1B 14304301  
111.0357/04AUG H BOMLKO NN 7  
4EC5FA \*E1B 1B 14304301  
110.0346/04AUG N BOMLKO NN 2  
15C8A1 \*E1B 1B 14304301  
109.0346/04AUG N BOMLKO NN 1  
4EC1BB \*E1B 1B 14304301

**D. Fees to be charged in ADMs related to GDS/Booking policy violations:**

1. An ADM dispute administrative fee of USD 10/- will be administered for each ADM disputed.
2. For Duplicate segments, Fraudulent, Fictitious, Speculative bookings, Invalid name changes, Churning, Invalid Class bookings, Invalid Sector Pair Bookings, Invalid Flight Number Bookings, Invalid Ticket Numbers, Journey Control violation & Non-removal of (HX, UC, UN, NO) segments a USD 05/- fee per segment per passenger will apply.
3. For wastages caused due special service requests, a cost plus administrative charge of USD 10 will be charged.

**E. Dispute Process for ADMs:**

1. Agent has from the date of receipt of the ADMs, a minimum period of 14 days and a maximum period of 30 days to review and dispute an ADM via the online dispute mechanism of BSP Link.



2. ADMs disputed by the Agent and consequently accepted by the Airline shall be cancelled and not included in the billing.
3. Any disputes not accepted would be rejected through BSP Link with commentary/justification and would be billed accordingly.
4. Any ADM disputed by agent but rejected by the Airline, or dispute raised by the Agent after the minimum period of 14days but before the maximum period of 30days from date of receipt, shall automatically be processed and the Agent needs to first pay for the ADM through BSP.
5. Please note that failure to adhere to the outlined policy and procedure will result in IT taking necessary action as deemed fit, including, but not limited to the following:
  - i. Using the IATA mechanism to report non-payment
  - ii. Inhibiting/closing out ticketing ability on IT
  - iii. Inhibiting/closing out access to IT's inventory

Each GDS user's continued appointment as an Airline travel service provider and continued bookings through GDS for airline air transportation services, products will be deemed to constitute an acceptance of this policy and all associated and related policies and agreement to any terms and conditions set herein.

Kingfisher Airlines hereby reserves the right to modify and amend any of the terms and conditions set forth herein at any time which will be communicated directly in writing or through any electronic media and agency including GDS communication pages and notifications, which affect the airline and industry policy, all of which are binding on partner travel service providers.

Airline and industry practices and norms will continue to be honored by all our partner travel service providers through all outlets and service locations, and all forms of distribution adopted.

We appreciate your support and look forward to your cooperation.

**Team Kingfisher**