

Fiji Airways

ADM POLICY

Fiji Airways

Update: 3rd September 2018

In accordance with the IATA Resolution 850m (Passenger Agency Conference Resolution Manual) Fiji Airways have developed a Revenue Recovery Policy relating to Reservations and Fare Audits and the applicable procedures for communicating, disputing and settling ADM's (Agency Debit Memo).

Fare audit checks are performed by Fiji Airways on all 260-documents issued, refunded, reissued and revalidated.

Note : All resolutions agreed by the Passengers Agency Conference will be applied.

ADM Issuance

Fiji Airways will issue an ADM for any differences that are revealed during an audit between the applicable fare and the fare collected/remitted by the agent

The minimum ADM value is FJD 10 or equivalent with an exception to taxes. In case of persistent practice of under collection (multiple occurrences of underpayments of less than FJD 10 or equivalent) by the same agent, Fiji Airways reserves the right to recover these underpayments. More than one ADM in relation to the same original ticket can be raised if different, unrelated charges apply.

Grouping of multiple tickets on one ADM can be allowed under conditions that the audit reasons are the same for all grouped tickets and all tickets are issued by the same agent.

ADM Administrative Fee

Fiji Airways will charge an ADM administrative fee on all ADMs issued after 1st July 2014 to compensate for its efforts involved in the fare audit process. The value of this fee will be FJD 20 or equivalent on international sectors and FJD 10 or equivalent for purely domestic sectors within Fiji.

ADM Settlement

Agency Debit Memos are to be settled via the BSP Link if sent within nine months after final travel date. Beyond that date payment settlement are to be handled directly between the airline and the agency. ADMs are issued via mass-upload once a month. ARC Debit Memos will be loaded in the ARC Memo Manager.

ADM Dispute Handling

Agents can dispute proposed ADMs within 15 days directly via BSP Link if they have a valid reason. Fiji Airways will handle all disputes within the 60 day time frame as specified in the resolution. Where Fiji Airways is not satisfied with an agent's reason for the dispute it will reject the same with appropriate justification.

ACM Issuance

In case of any unjustified ADM issued by the airline or when an ADM requires correction in favor of the agent where the ADM has been settled, an ACM will be issued to the agent.

ADM Reasons

Fiji Airways

An ADM will be issued but limited not to the following reasons

- **Fare/Tax/Surcharge & Exchange Audit**

All fares, fare rules and booking rules are subject to audit. Included, but not limited to this audit control is the correct application of:

- Fares & Fares conditions
- Taxes & fuel surcharges
- Minimum/ Maximum Stay, Advance Purchase Rules, Seasonality & flight applications
- Booking Class & Waitlisted Segments
- Commissions & Discounts
- Stopovers & Transfers
- Rebooking fees, recalculation of Re-issue / Rerouting

- **Refund Audit**

Correct application of all refund rules must be adhered to. Included, but not limited to this audit control is the correct calculation of:

- The refunded amount, taxes & fuel surcharge
- The Commission/Discount amount
- The cancellation/admin penalty as per fare rule and Fiji Airways Tariffs.

All refund requests of expired documents will require prior approval from Fiji Airways.

- **Subclass Abuse Audit**

All tickets sold are audited on the correct application of the matching booking classes. In case subclass abuse is noticed, the agent responsible for causing this abuse will receive the ADM.

- **Missing information**

Key identifiers are: tour code, ticket designator, date of birth, ticket number on EMD/VMPD.

The ticket Endorsement Box must **not** be used to dispatch any messages besides the mandatory information as per fare rules, Airline endorsement or as per country specific regulations.

- **Credit Card chargeback**

In case Fiji Airways is debited by the credit card acquirer for a fraud case, a purchase rejection by the passenger or credit card misuse on a ticket issued by the agent, Fiji Airways will charge the agent for the cost. The agent is responsible for checking the validity of the credit card and to ensure that the cardholder's signature is provided as well as ensuring that the card is accepted for payment by Fiji Airways.

- **Plating Violations**

As per IATA Resolution 852

- **Baggage Allowances**

- **Segment Removal Verification (SRV) of inactive segments**

Fiji Airways

- **Violation of Ticketing & Reservation Procedures**

GDS policy - <https://www.fijiairways.com/about-fiji-airways/information-for-agents/>

Contact Information

Please feel free to contact us should you have any queries regarding ADMs/ACMs.

Phone : (679) 6737346

Fax : (679) 6720707

Email : gaitri.reddy@fijiairways.com

Fiji Airways reserves the right to amend its ADM policy at any time without prior notice.
