



## **Agency Debit Memo Policy**

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## Introduction

interCaribbean Airways recognizes the importance of our travel agent partners and the trust in the relationship between our companies. interCaribbean 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, interCaribbean 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.

## 1. Background

In accordance with IATA resolution 850m, interCaribbean Airways (JY/653) would like to publish its Agency Debit Memo (ADM) policy to all travel agents. Circumstances under which ADMs will be raised are outlined in this document.

## 2. Scope

interCaribbean Airways will issue ADMs to collect amounts or make adjustments to agent transactions related to the violation of interCaribbean Airways fare products, PNR and/or booking related transactions or the issuance and use of interCaribbean Airways traffic documents, issued by, or at the request of the agent, regardless of which airlines are included in the itinerary of the interCaribbean Airways traffic document.

## 3. General Information

- a) interCaribbean Airways does not issue an ADM if the total is less than 5,00 USD or equivalent amount in local currencies.
- b) Exceptions for this rule are made in certain cases, e.g., for tax and commission adjustments or for unauthorized provisions. This minimum value shall not be applicable in case of persistent errors also.
- c) interCaribbean Airways collects an administrative fee of 15,00 USD per ADM/ACM. This additional fee will be issued as part of the memo to cover the cost of the audit process.
- d) Refunds may only be processed by the agent within 1 year after date of original issue.
- e) No commission will be given to agencies for ADMs issued by interCaribbean Airways.

## 4. Reasons for ADM Issuance

Types of ADMs issued by interCaribbean Airways include, but are not limited to:

- a) Fare Violations
- b) Incorrect fare combination and combinability (e.g., routing and sales restrictions)
- c) Incorrect fare value (under collections)
- d) Minimum/ Maximum stay, advanced purchase rules
- e) Seasonality, flight applications
- f) Stopovers and transfers
- g) Incorrect RBD (booking class), on JY and on other Airlines
- h) Incorrect Fare Basis
- i) Open/ waitlisted sectors (where reservation is required)
- j) Commission violations
  - 1. Incorrect application.
  - 2. Over-collection of standard and supplementary commission.

### **k) Service Fees, Surcharges and Taxes**

- 1. Incorrect collection of taxes and surcharges
- 2. Missing taxes/ surcharges
- 3. Wrongly altered taxes/ surcharges

### **l) Refund violations**

- 1. Incorrect calculation of refund amount, taxes and surcharges
- 2. Incorrect application of cancellation penalty
- 3. Incorrect calculation of refund commission amount
- 4. Incorrect form of payment on refunds (versus sale)

### **m) Exchange violations**

- 1. Missing/ under collection of additional collection (both auto priced and non-auto priced tickets)
- 2. Missing rebooking fees (calculated per transaction)
- 3. Missing fee in case of name change/correction without a written authorization

### **n) Other violations such as but not limited to:**

1. Invalid/ no ticket agreement and incorrect ticketing according to IATA resolution 852
2. Use of fake/ manual/ blacklisted ticket numbers
3. Double refund (processed through BSP Link and manually)
4. Chargebacks
5. Transactions not reported by the agent on time through BSP/ ARC

## 5. Waivers

Disputes can only be accepted if the waiver has been given in a written form, if the refund, reissue or revalidation has been made as a sign of goodwill by interCaribbean Airways. Verbal authorization will not be accepted.

## 6. Disputes

Shall be justified and supported with evidence: -

- a) Must be submitted through BSP Link (or equivalent tool for ARC) as long as the ADM has not been billed.
- b) Shall be sent by e-mail if ADM has already been billed.
- c) Can only be accepted within 6 months after memo issuance.
- d) interCaribbean Airways will handle rejected or disputed ADMs in a timely manner in compliance with applicable IATA resolutions and regulations.
- e) If interCaribbean Airways rejects a dispute, an explanation of the reason will be communicated to the agent.

## 7. Contacts

- 1. Stage – ADCM Contact: [jy\\_team@maureva.com](mailto:jy_team@maureva.com)
- 2. Stage – Commercial Issues: [agency@interCaribbean Airways.com](mailto:agency@interCaribbean Airways.com)