



FlySafair policy on Agent Debit Memo (ADM) effective 12 March 2019

FLYSAFAIR will issue ADMs/Invoices to collect amounts or make adjustments to all Travel Agents and Staff transactions related to the bookings, ticketing, sales and refund as per IATA Res 850M and 830A.

The policy applies to all GDS subscribers who access FlySafair internal reservation system content via the Global Distribution System (GDS).

The following matrix defines different violations or non-compliance practices which will result in the issuance of ADM i.e. a debit will be raised to the booking/ticketing agent. These violations include, but are not limited to, the following:

<b>Issue</b>	<b>Scope of Audit</b>	<b>Outcome</b>	<b>Penalty</b>
Reservation Booking Designator (RBD) violation	Validation for the compliance of fare and sales conditions on all purchased tickets	Debit will be raised to Booking/Ticketing agent	Fare difference between ticketed vs booked RBD plus a R100 admin fee
Fare violation for tickets issued with open/request status	Validation on purchased tickets with open/request status where confirmed reservation is required	Debit will be raised to Booking/Ticketing agent	Fare difference between booked class and available class, as well as a R100 admin fee
Refund violation	Validation on documents claimed for refund, duplicate refund check	Debit will be raised to Booking/Ticketing agent	Fare/Tax difference, as well as a R100 admin fee
Reissue violation	Validation on reissued documents	Debit will be raised to Booking/Ticketing agent	Fare/Tax/Penalty difference as well as a R100 admin fee
Travel audit	Validation on flown coupon vs ticketed coupon (e.g. comparison between RBD on both coupons, flight number/flight date mismatch, ticketed vs flown routing, collection)	Debit will be raised to Booking/Ticketing agent	Fare difference between flown RBD to ticketed RBD as well as a R100 admin fee
Excessive Churning	Verification on agency rebooking a segment or segments cancelled either by the agency or airline three or more times in one PNR or across different PNRs	Debit will be raised to Booking/Ticketing agent	ADM to be raised for GDS misuse only when the charges are equal to ZAR300 across the audit period as well as R300 per cancelled sector.
Duplicate Segments	Verification on agency created duplicate segments	Debit will be raised to Booking/Ticketing agent	ADM to be raised for GDS misuse only when the charges are equal to or exceed R300 per period. across the audit period. Full value of the fare will be charged for the duplicate segment.
Ticketing information	Verification on bookings created with fictitious names and ticket numbers.	Debit will be raised to Booking/Ticketing agent	Full value of the ticketed segment will be charged

Service fee, surcharges and taxes violations	Incorrect collection of taxes and surcharges. Refunding already used taxes.	Debit will be raised to Booking/Ticketing agent	Fare/Tax/Penalty difference, as well as a R100 admin fee.
No show segment for a ticketless or void/refund Ticket	Verification of holding bookings with ticketless or voided/refunded/fictitious tickets without cancelling the booking.	Debit will be raised to Booking/Ticketing agent	Full value of ticket per one way routing per passenger for any un-ticketed/voided/refunded tickets with booking still live in the system. In all other cases of no-show, charges will apply as per fare rule.
Abuse of Special Prorate Amounts (SPA's)	Documents shall be issued when the fare to be collected is based on a through constructed fare. No SPA standalone sectors shall be sold without combination with FA fares/sectors.	Debit will be raised to Booking/Ticketing agent	If standalone SPA amount used as a fare is detected, the issuing agent shall be billed for full Y class fare from point of origin to destination of the itinerary PLUS ZAR300 for misuse of interline prorates.
Inactive and Passive Segments	Verification on agency bookings with segment status BK/PS/PK/AK/HX/UN/NO/UC/US etc. otherwise known as non-productive/passive segments. Any booking that does not reserve a seat in the airline inventory and is a duplicate of a live booking. Passive segments are not permitted by FA on SABRE.	Debit will be raised to Booking/Ticketing agent	Full value of ticket
Name update fee	Where name update fee is not collected on FA stock only.	Debit will be raised to Booking/Ticketing agent	Applicable name update fee of ZAR300
Schedule Change	Segments created due to schedule changes e.g. TK/TL should be cancelled by the agent to avoid double costs and agent accept schedule changes or rebook passenger as deemed appropriate. Un-actioned schedule change costs are very expensive and must be cleared from the queues urgently and in accordance with IATA standards. For any schedule change made during non-working hours but are for future	Debit will be raised to Booking/Ticketing agent	Full value of fare

	dates, these must be actioned by the agent the next working day.		
Reissue violation / uncollected change fee	Validation on reissued documentation	Debit will be raised to Booking/Ticketing agent	Fare, Tax and penalty difference as well as an admin fee of ZAR100
Credit Card charge-back	In case FA is debited by the credit card acquirer for purchase rejection by passenger, credit card misuse or fraud case on a ticket issued by the agent, FA will charge the agent for the cost. The agent is always responsible for checking the validity of the credit card and to ensure that the card holders signature is provided or to secure the eligible website for e-ticketing	Debit will be raised to Booking/Ticketing agent	FA will charge the agent for the cost of the full value of the ticket

## **TRAVEL AGENTS AND OTA BEST PRACTICES:**

- Train staff to comply with FlySafair booking policy guidelines and also with IATA Resolutions and ADM procedures.
- Make available the Terms and Conditions of Carriage to the customer and advise the customer of the fare conditions, eligibility when required and free baggage allowance.
- The Agent undertakes to only book from the availability display for the O&D (origin and destination) concerned and not by subverting married segment controls before or after EOT on other O&Ds.
- Action all queues on a daily basis and delete all HX, NO, UC, UN & US segments 24 hrs prior to departure to minimise GDS costs.
- Reservations must consist of the full names of each customer as in the customer's passport.
- Use fare levels and fare basis as stipulated by the carrier. All fares must be applicable at date of ticketing.
- To ensure that when an ADM is disputed, the response is specific in detail and the relevant supporting information is sent to FlySafair to the address indicated on the ADM.
- Not to dispute an ADM where the reason is valid and evidence to the contrary is not available.
- Inform passengers that the Airline reserves the right to collect any difference in taxes implemented by the respective Government Authorities.
- To train their staff in ADM procedures, their purpose and the dispute period that exists.

## **General ADM process Worldwide**

- An ADM can be sent out by the airline via BSP Link within 9 months after final travel date. When final travel date can't be established, expiry date of the document will be used. After this period, payments will be settled directly between the travel agent and the airline.
- In line with IATA Resolution 850m, Flysafair will send ADMs via BSP link with no financial consequences during the latency period.
- Please supply your contact details for efficient handling by FA.
- FlySafair will reply to your dispute within 60 days (in consistency with IATA Resolution) giving a clear explanation of acceptance or denial of the dispute.
- Should FA reject a dispute and agent wants FA to re-investigate, agent is requested to respond to FA within 14 days to provide additional new information. Otherwise ADM will be submitted for settlement to BSP Link.
- For any ADM issued through BSP/ARC link, the date of issue is considered as the date of receipt by the agent. A daily monitoring of ADMs through BSP link, is highly recommended to the agents.

## **General Fare Rules**

*(For complete fare rules, please consult the GDS)*

### **Flexi Fares**

Classes: Y/B/M/O/W/G/H/N/S/T/Q/K/L/V/Z/U/X/P  
Changes: 2 Free changes permitted, subject to same class being available  
If same class not available, book next available fare, charge ZAR300 penalty AS WELL AS the difference in fare.  
1 Free bag included  
Name changes permitted at ZAR300 penalty, collected as DU Tax  
Rerouting permitted at ZAR300 penalty, collected as DU Tax  
Changes can be made up to 2 hours before a flight departs.  
If passengers missed their flight, they forfeit the ticket.  
Refunds: Refunds not permitted

### **Value Fares**

Classes: E/A/I/R/F/C  
Changes: No changes permitted. Valid on booked flights and dates only  
Name changes permitted at ZAR300 penalties, collected as DU Tax  
Rerouting not permitted  
1 Free bag included  
Tickets must be issued 2 hrs before departure  
Refunds: Refunds not permitted