

ADM POLICY

Proflight Zambia (P0/659)

Revision Date 17 Oct 2022

In accordance with the IATA Resolution 850m (Passenger Agency Conference Resolution Manual) Proflight Zambia takes the opportunity to specify the Proflight Zambia Revenue Recovery policy concerning the Reservation- and Fare Audit process and the related procedures of sending and settling ADM's (Agency Debit Memo). All resolutions agreed by the Passengers Agency Conference will be applied.

1.0 ADM Principle

The objective of the audit process is to ensure that all fare rules and procedures are respected and in case of the contrary, to settle the difference in an adequate and logical way, equal for all distribution channels. Fare audit checks are performed on all '659'- document issuances, refunds, reissue and revalidation transactions, whether they are fare quoted automatically or manually. Violations of reservation procedures apply to all P0 flight segments.

2.0 ADM Calculation & Minimum ADM Value

In case deviations of the fare rules are found during the audit process, Proflight Zambia will systematically generate ADMs reflecting the value of difference between the real applicable fare and the applied fare plus the ADM fee. (Except for those cases where fixed amounts apply)

The minimum ADM value is USD 25 or equivalent. In case of persistent practice of under collection (multiple occurrences of underpayments of less than USD 25 or equivalent) by the same agent, Proflight Zambia 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. Grouping by refund errors is technically not possible.

3.0 ADM Administrative Fee

To cover the audit process costs, a fixed ADM administrative fee of USD 25 or equivalent is added to each ticket on the ADM.

In the event that disputed ADMs result in withdrawal from BSPLink (for other than commercial reasons) by Proflight Zambia, the administrative fee will be refunded to the travel agent if already collected.

4.0 ADM Settlement

- Agency Debit Memos will be settled via the BSPLink if sent within nine months after final travel date. Beyond that date payment settlement will 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.
- Non-BSP countries will receive ADM proposals by invoice once a month.

5.0 ADM Dispute Handling

Agents can dispute proposed ADMs directly via BSP Link with no financial consequences if supported by a valid dispute reason and/or supporting documents. Proflight Zambia will endeavour to handle a rejected or disputed ADM in a timely manner, within maximum 60 days. In case Proflight Zambia rejects an agent dispute, an explanation for this rejection will be provided to support our position.

6.0 ACM Issuance

In case of unjustified ADMs been issued by the airline or when an ADM requires corrections in favor of the agent, an ACM can be issued to that agent covering the amount due.

7.0 ADM Reasons

In particular subject to audit are, but not limited to:

7.1 No airline approval for Unaccompanied Minor

All unaccompanied minors must be pre-approved by airline Reservation office before booking, as per fare rules. Any non-approved (lack of approval) UMNMR seat is subject to ADM for USD 100 per ticket coupon.

7.2 Overclaimed Commission

Commission tables in GDS are kept up to date with the allowable P0 commission level. Any deviation from this level listed in the GDS table is subject to ADM for actual amount plus administrative fee.

7.3 Fare & 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 (if applicable)
- Stopovers & Transfers
- Rebooking fees, recalculation of Re-issue / Rerouting

7.4 Refund Audit

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

- The refunded amount, taxes & fuel charge
- The refunded commission amount (if applicable)
- The cancellation penalty (e.g., in case of no show)
- The refund admin fee (collected as XP tax code)

Proflight reserve the right to charge administration fees on incomplete refund applications where such applications are for original tickets. Reissued tickets excluded.

7.5 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.

7.6 Plating Violations

In case of plating violation (as per IATA Resolution 852: Designation and Selection of Ticketing Airline) Proflight Zambia will charge a flat fee of USD 150 or equivalent per ticket. Specific market exceptions can be allowed under certain conditions only and if specifically authorised by Proflight Zambia.

In case of plating violation where OAL fare rules require plating on OAL documents, as stated in CAT 15, the full YY-IATA fare will be charged.

7.7 Baggage Allowances

In case of incorrect or missing baggage allowance is shown on the ticket, following principle will be applied for ADM settlement:

| Reason | Per direction |
|-------------------------------------|-----------------------------|
| Higher baggage allowance is applied | Extra baggage charges apply |
| Baggage allowance is missing | USD 50 |

7.8 Missing information (incorrect ticketing fee)

In case of key ticketing identifiers (either typological or contractual information) are missing on the ticket an “*Incorrect Ticketing Fee*” of USD 15 or equivalent will apply. Key identifiers are: tour code, ticket designator, date of birth, ticket number on MCO/VMPD.

May we also remind you that the Ticket Endorsement Box must **not** be used to dispatch any messages besides the mandatory info as per fare rules or as per country specific regulations.

7.9 Segment Removal Verification (SRV) of inactive segments

GDS Agents who refrain from removing all inactive segments from their PNRs are subject to receive an ADM to cover the airlines GDS cost.

7.10 No Show Verifications

It is within the travel agencies responsibility to clean their booked PNRs and to cancel all segments not ticketed or if the passenger is not going to travel. Reference: IATA Reso830a and the IATA Travel Agent’s Handbook.

In case Proflight Zambia detects an un-ticketed No Show in his inventory, an ADM will be raised for the amount of USD 50 per passenger / PNR (or equivalent). Those ADMs will be sent out to the segment creator which can differ from the PNR owner.

Ticketed segments that result in No Show:

In case of No Show, additional penalties can be applicable for refund or ticket exchange/reissue according to the fare rules. The ADM amount in those cases shall be equal to the under collection and/or the no show penalty as indicated in the fare rules plus the applicable ADM fee of USD 20 or equivalent.

7.11 Credit Card chargeback

In case Proflight Zambia 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, Proflight Zambia will charge the agent for the cost. Note these ADMs are non-disputable. 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 Proflight Zambia.

Proflight Zambia reserves the right to issue an ADM when abusive usage of a credit card in name of the agent and in connection with air transportation sale for any customer of the agent is detected, according to IATA Resolution 890.

7.12 Penalty Fee collection

In accordance with published fare rules, if any Change Fee, Reroute Fee, or Refund Admin Fee is not collected/code as XP in the tax field, ADM will be raised for the amount of the Penalty Fee.

7.13 No-ADC Schedule Change endorsement

In accordance with published fare rules, if reissue due to airline Schedule change is done without correct endorsement, an ADM will be raised for the amount of the ADC reissue and penalty fees.

Contact Information

For further inquiries in relation to ADMs/ACMs, please email reservations@proflight-zambia.com at Proflight Head Office.

Proflight Zambia reserves the right to amend, adapt and/or partially delete the ADM policy at any time with prior notice.

All agents are requested to report any irregularities in their booking process or ticket to the local Proflight Zambia sales team to avoid ADMs.

GLOSSARY

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| ADM | Agency Debit Memo |
| ACM | Agency Credit Memo |
| BSP | Billing and Settlement Plan |
| OAL | Other Airline |
| GDS | Global Distribution System |
| GSA | General Sales Agent |
| MCO | Miscellaneous Charges Order |
| PNR | Passenger Name Record |
| RBD | Reservations/Booking Designator |
| TDC | Ticket Deadline Control |