Agency Adm regulations

**Ukraine International Airlines Agency Debit Memo Policy**

**Effective October 1, 2021**

**Introduction**

Ukraine International Airlines (UIA) Agency Debit Memo (ADM) Policy is intended to make clear to Travel Agents the circumstances under which ADMs will be issued and the guidelines that the Airline applies.

An ADM will be issued to notify the Agent that, unless evidence exists to the contrary, the Agent owes the Airline the amount shown on the ADM for the reasons indicated.

UIA ADM applies to all GDS users: accredited and non-accredited travel service suppliers as well as any entity accessing UIA internal reservation system via internet or any other electronic means.

ADMs will be processed through BSP / ARC within nine months of the final travel date or, when the final travel date cannot be established the expiry date of the travel document or in the case of Refunds within 9 months of the BSP / ARC remittance date. In case of extra climes from the site of interline partners ADM can be issued during 12 months of the final travel date.

1. **UIA policy**.

1.1. UIA will issue an ADM to collect amounts or make adjustments to agent transactions related to the issuance and use of UIA traffic documents, issued by, or at the request of the Agent, regardless of which airlines are included in the itinerary of the UIA traffic document. An ADM may also be used to collect amounts where a traffic document has not been issued, if agreed with the Agent, for example, deposits for group sales.

1.2. An ADM will represent a single charge or multiple charges if the reason for the charge is the same. Unrelated charges will not be included in the same ADM.

1.3. The Airline will include details and, where appropriate, supporting documentation to make clear the reason why a charge is being made in an ADM.

1.4. UIA will provide the Agent with the contact details of the department at the UIA, which the Agent can contact to discuss the ADM or the contact details of the external auditor in case when ADM was issued by him.

2**. Refunds**

2.1. To adjust refunds, an ADM will only be issued within nine months of the BSP / ARC remittance date on which the document was settled. For any charge due beyond this period, the Airline will agree with the Agent bilaterally the best settlement method and only submit an ADM through the BSP / ARC process if agreed in writing by the Agent.

3. **Disputes**

3.1. UIA complies with local BSP / ARC procedures in providing Agents with a minimum period of time to review any ADM and dispute it.

3.2. If an Agent disputes an ADM through BSP Link / ARC UIA will investigate and communicate their decision on the dispute in accordance with local BSP / ARC procedures.

3.3. If an Agent disputes an ADM before billing:

**A.** Agent should use online disputing mechanism on BSPlink / ARC or send an e-mail.
**B.** UIA will investigate provided evidence and communicate decision to the Agent within 30 days after dispute receiving.

4. **Agency Best Practices:**

The Agent should:

4.1. Train their staff in ADM procedures, their purpose and the dispute period that exists.

4.2. Not dispute an ADM where the reason is valid and evidence to the contrary is not available.

4.3. Raise all disputes within the BSP / ARC dispute period in accordance with Resolution 850m.

4.4. Ensure that when an ADM is disputed the response is specific in detail and relevant.

4.5. Ensure that the contact details (phone numbers, fax numbers and email addresses) for the Agent are up to date in BSP Link / ARC.

4.6. Provide specific contact details when logging a dispute in BSP Link / ARC, to enable the Airline to make contact with the Agent concerning the dispute.

|  |
| --- |
| **ADM Category** |
| **1. Administrative fee** |
| ADM Subject | An Administrative fee for processing of one ADM document. If ADM is canceled because of business reasons by the decision of carrier, Administrative fee will be paid in any case. If ADM is canceled as a result of the absence of proof of guilt Agent (through the procedure Dispute), Administrative fee will be canceled |
| Amount, USD (equivalent in local currency) | 20% of ADM amount |
| **2. Minimum ADM amount** |
| ADM Subject | Minimum amount of one ADM document of any type, excluding administrative fee. UIA lefts the right to issue ADM for lower amounts, in this case administrative fee will not be applied. If the violation repeats itself, multiple penalties will allowed to be associated in the same document. |
| Amount, USD (equivalent in local currency) | 10 |
| Foundation of an ADM processing by the Airline | - |
| **3. Terms of fares use** |
| ADM Subject | In case of issuance and (or) re-issuance of a Ticket: Improper use of fare with fare rules violation: period of validity, season, time for permitted stopovers, the rules of fares combination and so on. |
| Amount, USD (equivalent in local currency) | The difference between the fare that corresponds to the terms of routing and the applied fare. |
| Foundation of an ADM processing by the Airline | Reference to details for the Ticket issuance and airline rules. |
| **4. Booking classes** |
| ADM Subject | In case of issuance and (or) re-issuance of a Ticket: Improper use of the fare with booking class violation. |
| Amount, USD (equivalent in local currency) | The difference between the highest published fare in the relevant service class and the applied fare. |
| Foundation of an ADM processing by the Airline | Reference to details for the Ticket issuance and airline rules. |
| **5. Airport taxes** |
| ADM Subject | In case of issuance and (or) re-issuance of a Ticket: Improper use of airport taxes and other fees. |
| Amount, USD (equivalent in local currency) | The difference between the amount of taxes/fees that meet the criteria of carriage and the taxes/fees amount that was applied. |
| Foundation of an ADM processing by the Airline | Reference to details for the Ticket issuance and airline rules. |
| **6. Baggage allowance** |
| ADM Subject | Improper calculation of extra baggage allowance or not correct issue of baggage MCO. |
| Amount, USD (equivalent in local currency) | 50 for each wrongly calculated segment of baggage. |
| Foundation of an ADM processing by the Airline | Reference to details for the Ticket issuance and airline rules. |
| **7. Ticket refund** |
| ADM Subject | In the case of refund for unused or partially used tickets: Calculated amount of the refund does not correspond the rules of the applied fare and airline rules. |
| Amount, USD (equivalent in local currency) | The difference between the amount of the refund in accordance with the rules of the applicable fare and applied calculation of the refund. |
| Foundation of an ADM processing by the Airline | Reference to details for the Ticket issuance and airline rules. |
| **8. Re-issuance** |
| ADM Subject | Re-issuance of the Ticket without applying the correct change fees, wrong calculation of the new fare. |
| Amount, USD (equivalent in local currency) | Amount of the penalty in accordance with the fare rules, recalculation to a higher fare. |
| Foundation of an ADM processing by the Airline | Reference to details for the Ticket issuance and airline rules. |
| **9. Discounts** |
| ADM Subject | Improper use of a special fare (fare with any discounts, including age, corporate, confidential, sea, tour operator discounts, etc.), as follows:Any lack of a sign of applied discount on the ticket;Specifying the incorrect amount of discounts (TP, KK and others) or absence of appropriate discount suffix in the fare basis;Absence of an appropriate information in the name field of the ticket (INF, CH, ZZ, CD, DOB), number of diplomatic card (DD) in the Endorsement field or lack of any other discount information in the endorsement field or other fields that can be required by UIA rules; Applying of unreasonable discount. |
| Amount, USD (equivalent in local currency) | The difference between the applied fare and corresponding published fare in same booking class. If the applied fare doesn't correspond to the published fare directly, upgrade should be made till the next higher published fare in the appropriate service class or according to the airline's class hierarchy. |
| Foundation of an ADM processing by the Airline | Reference to details for the Ticket issuance and airline rules, proof that Agent does not have any grounds to use the appropriate special fare. |
| **10. Ticket issuance** |
| ADM Subject | Incorrect filling of the corresponding fields of the tickets;Omission of the mandatory SSR SEMN ON DUTY entry in record locator and correspondence with issued ticket basing on marine fare (code sc)Improper use of a special fare (fare with any discounts, including age, corporate, confidential, sea, tour operator discounts, etc.), technical errors, when the ADM cannot be issued till the corresponding published fare as specified in the item 9 Discounts;Entering of invalid tour code (TP, KK and others) or tour code absence.Entering of improper discount amount (TP, KK and others).Applying IT fare in the fare field instead of specifying the amount of the relevant fare and vice versa. Incorrect calculation of the fare. |
| Amount, USD (equivalent in local currency) | 20 |
| Foundation of an ADM processing by the Airline | Reference to details for the Ticket issuance and airline rules. |
| **11. Commission** |
| ADM Subject | Ticket issuance with specifying commission that does not meet current Agency Agreement or the Annexes to the Agreement. |
| Amount, USD (equivalent in local currency) | The difference between the amount of commission applied and the amount of commission that meets current Agency Agreement or the Annexes to the Agreement. |
| Foundation of an ADM processing by the Airline | Reference to details for Ticket issuance. |
| **12. Coupons consequence and manipulation** |
| ADM Subject | 12.1. Violation of the coupons consequence at the time of usage, including issuance of additional coupons to reduce the price of the Ticket.12.2. Cancelled segments in PNR for the purpose of lower RBD confirmation. |
| Amount, USD (equivalent in local currency) | 12.1. Difference between the relevant published fare for the current way and the applicable fare.12.2. Fare difference between applied RBD in such PNR and the highest published cabin fare for the same route, plus administrative fee of 3000 USD for each issued TKT to be charged from Agent. |
| Foundation of an ADM processing by the Airline | Reference to details for the Ticket issuance and airline rules, proof that Agent does not have any grounds to issue additional coupons. |
| **13. Multiple re-booking** |
| ADM Subject | Multiple re-booking for one passenger within one or more booking files (PNR) after the third booking and cancellation. |
| Amount, USD (equivalent in local currency) | 50 USD for each seat in the fourth and each subsequent re-booking. |
| Foundation of an ADM processing by the Airline | Booking file(s) history (PNR) and / or reference to the details of Ticket issuance. |
| **14. Double booking** |
| ADM Subject | Simultaneous double or multiple booking for the same passenger who logically can not take a trip on the booked route. |
| Amount, USD (equivalent in local currency) | 10 for each segment. |
| Foundation of an ADM processing by the Airline | Booking file(s) history (PNR). |
| **15. Test booking** |
| ADM Subject | Creating test booking in favour of fictitious names for fare calculation, services verification with the purpose of education and so on. |
| Amount, USD (equivalent in local currency) | 10 for each segment. |
| Foundation of an ADM processing by the Airline | Booking file(s) history (PNR). |
| **16. Unproductive segments** |
| ADM Subject | In case of any changes in the status of the booking segments (including schedule changes) by the carrier (less than 24 hours before departure), cancellation of the booking segments with codes HX, UN, UC, NO, SC, TK, US, PN, WK was not made by the Agent. In case of the ticket cancelation/refund PNR was not canceled. |
| Amount, USD (equivalent in local currency) | 10 for each segment. |
| Foundation of an ADM processing by the Airline | Details and / or historical information about the booking file(s) (PNR). |
| **17. Inactive segments** |
| ADM Subject | The use of passive segments or segments with any status except HK for Ticket issuance in the case of absence of seats in GDS. |
| Amount, USD (equivalent in local currency) | 200 for each segment. |
| Foundation of an ADM processing by the Airline | Reference to the Ticket issuance details, details and / or historical information about booking file (PNR). |
| **18. Fictitious Tickets numbers** |
| ADM Subject | The use of the fictitious Tickets numbers in booking - use of non-existant or those numbers that have already been issued previously by other passengers. |
| Amount, USD (equivalent in local currency) | 100 |
| Foundation of an ADM processing by the Airline | Details and / or historical information about the booking file (PNR). |
| **19. Contacts** |
| ADM Subject | PNR doesn't contain direct passenger contact information or contact information of authorized person available 24/7 for carrier flight irregularity direct communication. Sufficient contact information is a mobile telephone number and e-mail. Formats:Amadeus: OSI PS CTC 1234567Galileo: SI. PS \* CTC 1234567Sabre: 3OSI PS CTC1234567 |
| Amount, USD (equivalent in local currency) | 20 |
| Foundation of an ADM processing by the Airline | Details and / or historical information about the booking file (PNR). |
| **20. APIS/DOCS** |
| ADM Subject | PNR doesn't contain information about APIS / DOCS passenger that was entered using SSR field. This rule applies only to international flights. Does not apply on domestic flights within Ukraine. |
| Amount, USD (equivalent in local currency) | 20 |
| Foundation of an ADM processing by the Airline | Details and / or historical information about the booking file (PNR). |
| **21. ADM of the other carriers** |
| ADM Subject | If UIA receives the invoice from the other carrier in the case of applying the other carries fares on the UIA stock. |
| Amount, USD (equivalent in local currency) | The appropriate invoice amount of the other carriers including his administrative fee. |
| Foundation of an ADM processing by the Airline | The relevant invoice of the other carriers. |
| **22. APIS/DOCS Authenticity** |
| ADM Subject | Deliberate false, fictitious or incomplete APIS/DOCS data insertion in PNR by agent including random and repeating symbolsExample: ХХ123456, PP112233, ZZ111111 |
| Amount, USD (equivalent in local currency) | Respective penalty raised by immigration authorities or court of departure/arrival country. |
| Foundation of an ADM processing by the Airline | Penalty paid by Airline transaction confirmation. |
| **23. Ticket stock application** |
| ADM Subject | PS/566 ticket stock may only be used for UIA fares (Airline Code AL is PS) which may or may not include any other airline flights in the routing. Penalty will apply for any ticket issued on PS/566 using any other airline fare (Airline Code AL is other than PS) which may or may not include PS flights in the routing. Exceptions are end-on-end, half round trip, add-on, side trip combinations of PS and non-PS fares issued in one ticket. |
| Amount, USD (equivalent in local currency) | 100 |
| Foundation of an ADM processing by the Airline | Reference to details for the Ticket and applicable fare |
| **24. Distribution Costs (Effective from September 10, 2021)** |
| ADM Subject | Travel agents shall not exceed the maximum monthly number of availability requests per one net segment (booked/cancelled) on UIA flights, hereafter referred to as “look-to-book ratio” on inventory system. In this respect monthly look-to-book ratio is 500. If after 3 months since UIA allowed a travel agent an access to inventory system the look-to-book ratio exceeds 500 UIA shall charge the travel agent a fee for each excessive transaction. |
| Amount, USD (equivalent in local currency) | 0,00067 for each excessive transaction.For example: In January a travel agent made 200 bookings and the total number of availability requests for this month was 250 000. Look-to-book ratio is 1 250 (250 000 / 200 = 1 250). The number of excessive transactions shall be calculated as follows: (1 250 - 500) \* 200 (booked segments) = 150 000 (excessive transactions). ADM amount to be charged is 101 USD (150 000\*0,00067 = 101)To process correct calculation of the L2B coefficient number of active segments made by agent is assumed as 1 (one) segment even if active segments are absent.For example: In January a travel agent made no bookings and the total number of availability requests for this month was 250 000. Look-to-book ratio is 250 000 (250 000 / 1 = 250 000). The number of excessive transactions shall be calculated as follows: (250 000 - 500) \* 1 (booked segments) = 249 500 (excessive transactions). ADM amount to be charged is 167,17 USD (249 500\*0,00067 = 167,17) |
| Foundation of an ADM processing by the Airline | Details and / or historical information about the booking. |