

## DAT ADM POLICY

AIRLINE NAME: DAT

DX 243

1. ADMs should only be used to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Traffic Documents in case of:
  - Unreported documents
  - Fare under-collection
  - IT fares not sold in accordance to conditions and rules
  - Incorrect fare basis for other carrier (fare basis shown on the ticket is defer from fare basis in PNR) in case of interline overbilling
  - Incorrectly issued group tickets, ignoring instructions by the airline (fare basis, stock use, etc.)
  - Under-collected taxes and fees on the ticket
  - Uncollected rebooking, name change or other fees
  - Commission rule violation due no commission applied for DAT traffic documents issued worldwide
  - Credit card charge backs
  - Booking classes versus fare basis class as per fare rules
  - Fare rules (class, fare basis) ignored for groups
  - Tickets issued for other carriers sectors when no interline agreement exists
  - Over refunded amount
  - Refunds made outside the rules without providing airline authority or proof of evidence
2. ADM min amount:
  - Fare: equivalent to 5 EUR
  - Taxes: equivalent to 2 EUR
3. Penalty fee equivalent to 25 EUR applies for incorrect ticket issuance - when the IATA ticketing rules are not followed
4. ADMs shall be issued in Revenue Accounting system and up-loaded to BSP Link only within nine months of the final travel. Any ADM issued beyond this period shall be handled directly with Agent.
5. Airlines shall provide Agents with the period of notice set up by BSP Link (two weeks at least) in order to review any ADM and dispute it.
6. ADMs are to be specific in their details and reason.
7. ADM relates to a specific transaction only, however, more than one charge can be included on one ADM with the same reason only, and a detailed supporting list is provided.

8. When more than one ADM is raised in relation to the same ticket it shall be specified for a different adjustment to previous issues.
9. All rejected or disputed ADMs must be handled by DAT during 90 days assuming, that the relevant supporting information is provided.
10. ADM issuance administration fee shall not be collected by DAT
11. DAT reserves the right to change any of the abovementioned requirements without prior notification.

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