

Agency Debit Memos – Loganair Policy Effective 4 March 2019

Background

In accordance with the IATA Resolution 850m (Passenger Agency Conference Resolution Manual), we specify the Loganair policy in relation to the issuing of ADM's (Agency Debit Memo's) to agencies selling Loganair tickets.

The audit process is to ensure that all fare rules and procedures are adhered to and in the case of any difference, settlement is reached equally for all distribution channels. Fare audit checks are performed on all 682 document issuances, refunds, reissue and revalidation transactions, whether they are fare quoted automatically or manually.

See below for full details of the Loganair ADM Policy.

1. ADM Calculations and Minimum ADM value

The minimum ADM value Loganair will raise is GBP4 or equivalent. In cases of multiple occurrences of underpayments of less than GBP4 or equivalent by the same agent, we reserve the right to recover these underpayments. More than one ADM in relation to the same ticket can be raised in the case of different unrelated reasons.

2. ADM Administration Fee

Loganair will charge an ADM processing fee to each ADM raised to cover costs. This will be GBP10 (or equivalent in local currency) to each ADM. If the ADM is successfully disputed and not a fault of the agent, we will refund the administration fee.

3. Reasons for Loganair raising ADMs

3.1 Ticket Issuance

All fares, fare rules and booking rules are subject to audit. This includes, but not limited to this audit control, is the correct application of:

- Fare and fare conditions
- Taxes and fuel surcharges
- Airline surcharges
- Rebooking fees, recalculation of re-issue / routing

- Commission (if applicable)
- Sub class abuse where the class in the GDS is not the same class as the ticket

In addition to the above, we also adopt a policy for churning whereby we will charge an administration fee of GBP5 per segment on top of the original GBP10 ADM administration fee.

For inactive segments including duplicate bookings, fictitious names, waitlists, passive bookings, name changes and a general item with other general practices, we will charge an administration fee of GBP7 per segment on top of the original GBP10 ADM administration fee.

* Please refer to the booking guidelines tab for further information.

3.2 Refund Audit

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

- The refunded amount, Fare, taxes and fuel charge
- The cancellation penalty
- The refunding of commission amount (if applicable)

3.3 Credit Card Chargeback

In cases where Loganair is debited by the credit card acquirer for fraud case, a purchase rejection by the passenger or card holder, or credit card misuse on a ticket issued by the agent, Loganair will charge the agent for the cost. The agent is responsible for checking the validity of the credit card and to ensure the cardholder's signature is provided as well as ensuring the card is an acceptable form of payment by Loganair.

Loganair reserves the right to issue an ADM when abuse usage of a credit card in the name of the agent is used in connection of a sale for any customer of the agent is detected, per IATA Resolution 890.

3.4 Form of payment errors on sale or refund

Examples of former payment errors include, but not limited to:

- Incorrect digits linked to a payment card number that prevents payment
- Refund to a different form of payment to that of the sale

3.5 Duplicate usage of tickets

- Travel
- Refund
- Exchange/ Reissue

Where an agent re-issues or refunds a sector that has been flown on, we will raise an ADM if the airline has no funds to cover the used leg.

3.6 CIP Violation

Any incorrect ticketing on Loganair ticket stock will be picked up and an ADM raised.

3.7 Unreported sales

If a passenger has flown on a ticket issued by an agency, that was not paid to Loganair, we will raise an ADM.

4. Disputes

According to IATA Resolution 850m (4.50-4.60) travel agents will have a maximum of 15 days to review and dispute an ADM prior to its submission to BSP for processing. All disputes are to be settled by the Airline within 60 days of receipt. Any dispute concerning an ADM already settled in BSP must be communicated to Loganair within 50 days of ADM issue date.

Contact Information for ADMs

For further inquiries related to the raising of ADM's/ACM's for Loganair sales, please email the Revenue Accounting team on: Revenueaccounts@loganair.co.uk

Last updated: April 2019.