

Brussels Airlines ADM policy

In accordance of the IATA Resolution 850m, Brussels Airlines takes the opportunity to specify the Brussels Airlines Revenue Integrity policy concerning the Sales Audit process and the related process of sending and settling ADM's (Agency Debit Memo).

1. General

The objective of the Sales Audit process is to ensure that the 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. The checks are performed on 082 documents issued or refunded and automatically or manually fare quoted. Furthermore Ad hoc reasons of ADM issuance related to Brussels Airlines best practices are addressed in this document.

The obligations of the travel agency are described in IATA Resolution 824 in which is stated that the issued tickets are the responsibility of the travel agent.

2. ADM's will be raised for the following reasons:

- Sales Audit / Fare Control

All fare rule elements are subject to audit. Including, **but not limited to** this fare control are: correct application of the fare, the fuel surcharge, commissions, discounts if applicable, mis-plating, correct application of booking classes, baggage allowance, taxes and automated fare-quotes.

- Subclass Abuse

All tickets sold are checked on correct application of booking class. In case of subclass abuse is noticed, the ADM will be proposed to the IATA agency who made the change that caused this abuse.

- Plating - Use SN ticket stock with no SN segments

Brussels Airlines' plate should only be used for issuing itineraries with Brussels Airlines operated or marketed flights/interline carriers' flights of those airlines for which Brussels Airlines acts as a General Sales Agent (GSA). The incorrect use of Brussels Airlines Carrier Identification Plate (CIP) can be subject to an ADM. The amount to be raised will be based on the first applicable published fare and/or a penalty with a minimum of 100€ (or equivalent).

IATA resolution 852 (*), which defines the rules and issuing priorities. It determines clearly that the travel agent is responsible for the tickets issued.

According to IATA resolution 852, the validating carrier must:

- Be a ARC/BSP member for the market

- Be part of the itinerary or be a General Sales Agent (GSA) for one carrier present in the itinerary
- Have an interline agreement with each carrier participating in the itinerary



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Plating policy1.doc"

- **Baggage allowance ADM's**

In case incorrect baggage allowance, in kilos or unjustified Piece Concept, is shown on the ticket, an ADM is calculated by the difference in kilos, multiplied by the fixed fee per kilo based on the type of segment (per direction). Amounts per kg used are amounts charged for excess baggage. The amounts to be charged will be applied per one way where the baggage allowance is incorrect. The same will be done if incorrect PC is shown on the ticket, but related to the Piece Concept charges.

- Scheme valid for all tickets issued as from 1st of December 2008

Wrong Baggage Allowance	Europe Short Haul	Europe Medium Haul	All other countries Long Haul
Higher Baggage allowance introduced on the ticket	10,00 €	12,00 €	PC rules apply
Missing Baggage allowance on the ticket	25,00 €	50,00 €	50,00 €

- **SRV - Segment Removal Verification/Notification**

SRV (Segment Removal Verification) is a tool that helps Brussels Airlines to improve our revenue integrity process by verifying whether a GDS agent removes cancelled segments and by producing a subsequent report. With SRV, whenever a SN segment with action code HX, UC, UN, NO is still present at End Transaction:

- An SSR OTHS is added with the warning text: "SSR OTHS PLS REMOVE ALL HX/NO/UN/UC SEGMENTS IMMEDIATELY TO AVOID POSSIBLE EXTRA CHARGES".
- Control time limit is set for midnight local time on day of departure of the segment

Effective 01 January 2009, SN will charge by means of an ADM the amount of 5€ per segment for all non-removed segments and an administration fee of 15€ per travel agency related.

- **No Show Verifications**

- **Un-ticketed segments that result in No Show**

In case Brussels Airlines detects an un-ticketed no-show segment in its inventory, Brussels Airlines will charge an ADM for the amount of **75€ per passenger/PNR**.

- An SSR OTHS warning text will be added at the moment a segment fulfilling criteria is booked.

- “SSR OTHS NOSHOW WARNING / ENSURE TICKET ISSUANCE OR CANCEL SEGMENT TO AVOID NOSHOW/BRUSN” and “SSR OTHS NOSHOW WILL RESULT IN ADM IF UNTICKETED / PLEASE ISSUE TICKET SOONEST / BRUSN
- In normal circumstances TNN/TDC logic would filter out the majority of cases where the segment remains un-ticketed.
- Refund application on No Show passengers

Travel agencies filling for refund by using their CRS have to take note of the Brussels Airlines fare rules concerning refunds/no-show penalties. The ADM amount shall be equal to the under collection or penalty plus ADM fee.

- **Credit Card Fraud**

In case Brussels Airlines is debited by the credit card acquirer for a fraud case on a ticket issued by the agent, Brussels Airlines will charge the agent for the cost. The same applies in case a travel agent has issued a ticket against payment made with a credit card not accepted by Brussels Airlines. 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 Brussels Airlines. SN follows the resolution 890 whereby SN reserves the right to also issue an ADM resulting in an abusive use of a card issued in name of the agent in connection with the sale of air transportation to any customer of the agent.

3. Minimum ADM amount

In case deviations of the fare rules are found on the tickets during the audit process, Brussels Airlines will systematically generate ADM’s reflecting the value of the difference between the real applicable fare and the applied fare.

The minimum amount, for which an ADM is raised, is € 3 or equivalent. If different, unrelated charges apply, Brussels Airlines can issue more than one ADM for one and the same original ticket. In case of a persistent practice of under collection (multiple occurrences of underpayments of less than € 3 or equivalent) by the same IATA, Brussels Airlines reserves the right to recover these underpayments per ADM.

In the cases where the ADM is for reason of under collection of the fuel surcharge (YQ), commissions and/or Q surcharge for booking fee (SRV), no minimum applies and an ADM will be generated for the real difference in amount due. It is possible to combine several cases of under collection for the same reason and the same IATA number in one ADM, under the condition that the total amount equals or exceeds the value of € 3.

4. Administrative fee

To cover the cost of the audit process, a fixed amount of € 15 or equivalent is added to each ADM. The administrative fee will not apply to ADM’s under the minimum amount of € 3 (raised for under collection of the YQ and commissions, Q surcharge (booking fee)).

For refunds of expired documents i.e. date of issuance older than one year, an administration fee of € 50 will be applied.

In the event the disputed ADM results in withdrawal by Brussels Airlines within 15 days from billing date (for other than commercial reason), the administrative fee will be refunded to the Travel Agent if already collected.

5. ADM Settlement

BSP Settlement: The settlement of an ADM will be done via the BSP, if sent within 9 months after the last travel date. After this date, payments will be settled between the Agency and the Airline directly.

ARC Settlement: Debit memo's are requested through the ARC Memo Manager

Dispute Period: In line with the IATA Resolution 850m, Brussels Airlines will send the ADM's via BSP Link with no financial consequences during the first 15 days. After this period of 15 days, the ADM's will be processed for settlement in BSP-link automatically, if no reaction received. Disputing is possible within a period of 30 days after reception of the ADM. Brussels Airlines will respond to disputed ADM's within 60 days (conform Resolution 850m) giving a clear explanation of the acceptance or denial of the dispute. (As from 01 June 2009) **If after 60 days of receipt of a disputed ADM by an Airline the dispute has not been resolved, despite consultation between the Airline and the Agent, such ADM will no longer be suspended and will be withdrawn from the BSP process.**

Therefore as a consequence of no action or solution being received from the parties within the specified timeframe, the monies held will be credited back to the agent. The dispute will then be subject to direct bilateral resolution (outside the BSP) between the Airline and the Agent.

Such procedure will apply with immediate effect to past ADM disputes that have remained outstanding for more than 60 days.

**Contact Information for Brussels Airlines ADM/ACM questions and issues:
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