



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).

General

The objective of the Sales Audit process is to ensure that the fare rules are respected and in case of the contrary, to settle the difference to the next applicable fare, 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.

ADMs will be raised for the following reasons:

➤ **Sales Audit / Fare Control:**

All fare rule elements are subject to audit, including correct application of the fuel surcharge, commissions, discounts if applicable, mis-plating, booking classes, baggage allowance, taxes and automated fare-quotes.

➤ **Subclass Abuse**

All tickets sold are checked on correct application of booking class.

➤ **Plating/mis-plating**

Brussels Airlines' plate should only be used for issuing itineraries with Brussels Airlines flights/interline carriers' flights or 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, or a penalty with a minimum of 100€.

The ADM's are subject to IATA resolution 852, which defines the rules and issuing priorities. It determines clearly that the travel agent is responsible for the tickets issued.

Before issuing, the travel agency has to check:

- if SN has an interline agreement with the carrier (checkable through the gds)



- if the other carrier's fare should not specify any restriction in using SN plate.

When a fare, which is only applicable to a specific carrier's stock, is issued on a SN ticket stock, an ADM will be raised to the applicable fare allowing the use of SN CIP plate.

➤ **Baggage allowance ADMs**

In the 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.

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

Wrong Baggage allowance ADM amount	Europe short	Europe Medium	All other countries (Long haul)
	Incorrect WC: charge rate/kg x difference in kilos per OW		
Higher baggage allowance on ticket	10,00€	12,00€	14,00€
	Fixed amount /ticket.		
Missing baggage allowance on Ticket	25€	50€	50€
Admin fee per ADM	15,00€		

➤ **No shows of un-ticketed reservations (individual and groups) ADM**

- Brussels Airlines will charge the agent an ADM of 35€/reservation in case of no-shows of un-ticketed reservation: it is the travel agent's responsibility to cancel un-ticketed reservations.



➤ **SRV – Segment removal notification**

SRV (Segment Removal Verification) is a tool that helps b.air 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 through ADM the amount of 5€ per segment for all non-removed segments.

➤ **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.

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 € 2,5. 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 undercollection (multiple occurrences of underpayments of less than € 2,5) 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 undercollection of the fuel surcharge, YQ or commissions, Q surcharge for booking fee, no minimum applies and an ADM will be generated for the real difference in amount due.

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It is possible to combine several cases of undercollection 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 2.5€

Administrative fee

To cover the cost of the audit process, a fixed amount of € 15 is added to each ADM. The administrative fee will not apply to ADM's under the minimum amount of € 2.5 raised for under collection of the YQ and commissions, Q surcharge (booking fee).

50 € of admin fee will apply for refunds of expired documents i.e. date of issuance older than one year.

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.

Period of sending ADMs

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.

Dispute period

In line with the IATA Resolution 850m, Brussels Airlines will send the ADMs 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 ADMs within 60 days (conform Resolution 850m) giving a clear explanation of the acceptance or denial of the dispute.