



Applicable as from 01 January 2018

Jubba airways ADM Policy - Letter for external communication to Travel Agents

In accordance with IATA resolution 850m

General Scope

Revenue Integrity policies ensure fare rules and other agreements between the Travel Agent and Jubba airways are respected and if not, settle the difference in an adequate and logical way, equal for all distribution channels.

Airlines have the right to audit and send ADM for all transactions. These ADM will be handled as per IATA resolution 850m.

Furthermore ad hoc reasons of ADM issuance related to Jubba airways best practices in accordance with IATA Resolution 830a under the heading 'Consequences of Violation of Ticketing and reservation Procedures' are addressed in this document.

In particular are subject to audit:

➤ **Fare & Exchange Audit**

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

- Fares & Fares conditions
- Taxes & fuel surcharges
- Minimum/ Maximum Stay, Advance Purchase Rules, Seasonality & flight applications
- Booking Class & Waitlisted Segments
- Commissions & Discounts (if applicable)
- Stopovers & Transfers
- Rebooking fees, recalculation of Re-issue / Rerouting
- ...



➤ **Refund Audit**

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

- The refunded amount, taxes & fuel charge
- The refunded commission amount (if applicable)
- The cancellation penalty (e.g. in case of no show)
- ...

All fare elements on manual and automated fare quoted for published and negotiated programs (including Private, Corporate, Tour Operators and Group fares and conditions), surcharges, commissions and taxes.

➤ **Legal position**

The ADM are subject to IATA resolution 852 “designation and selection of ticketing airline”, which defines the rules and issuing priorities. It determines clearly that the travel agent is responsible for the tickets issued.



1. ADM Calculation and ADM minimum amounts

ADM calculation

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

If no reference fare available, a lowest Y applicable fare will be applied

ADM minimum amount

There is no minimum amount

Administrative fees

An amount of USD 15 will be paid per document



2. ADM process in BSP

In compliance with IATA resolution 850m:

- » An ADM can be sent out by the airline via BSP within 9 months after the final travel date. When the final travel date cannot be established, the expiry date of the document will be used. After this period payments will be settled between the agency and the airline directly.

- » In line with IATA Resolution 850m, Jubba Airways will send the ADM via BSP link with no financial consequences during the latency period .

- » Disputes can be done via BSP link or by sending an email to the Airline company. Attach any enclosures via BSP link only as this will ensure an optimal service from Jubba airways.

- » When making a dispute, a valid and clear justification must be provided at all times in the “Dispute Reason” box. Otherwise the dispute cannot be handled. Responsible behaviour in case of ADM disputes is required from both the Agency and the Airline.

- » Please mention your contact details for an efficient handling by Jubba airways.

- » Jubba airways will reply to your dispute within 60 days (conform Resolution 850m) giving a clear explanation of the acceptance or denial of the dispute.

- » Should Jubba airways reject a dispute and Agent wants Jubba airways to re-investigate, agent is requested to respond to Jubba airways within 10 days to provide additional information. Otherwise the ADM will be submitted for settlement to BSP link.

Contact Information

The e-mail address to contact for ADM/ACM questions and issues is tanveer@jubbaairways.com