



ADM Policy of JSC "Air Company "Yakutia" for All BSP Accredited Agents

Registered Address:

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0 Administration and Control

0.1 Document Approval

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ADM Policy of JSC "Air Company "Yakutia" for All BSP Accredited Agents

Airline: JSC "Air Company "Yakutia" (hereinafter referred to as the Carrier)

Airline code: R3

Effective date:

By issuing this document the Carrier approves a revised Agency Debit Memo (ADM) Policy superseding the ADM Policy published earlier.

1. Terms and Definitions

ADM Policy means a document regulating agency network interactions, which includes a list of potential violations (violation of fare, reservation and sales rules) with respective penalties and settlement procedures.

BSPlink means the internet-based system developed and operated for IATA in order to facilitate Agents and Airlines access to their own information pertaining to the BSPs in which they participate, as well as exchange of information on a one-to-one basis between Airlines and Agents.

Agent means an individual or a legal entity having one or more sales points (offices), equipment and personnel necessary for the sale of air passenger transportation.

Agent's commission means a sum to be remitted to an Agent as a full payment for the services rendered to a Carrier.

Taxes and Charges means a fee established by a Carrier or other competent authorities and charged for additional services connected with the transportation by air of passengers, baggage and cargo.

Agency Debit Memo (ADM) means the document, which is provided by BSP Airline to Agent in case of debt of Agent to BSP Airline.

Agency Credit Memo (ACM) means the document, which is provided by BSP Airline to Agent in case of debt of BSP Airline to Agent.

ADM Dispute means a reasoned disagreement of an Agent with the reason of ADM via BSPlink.

Billing and Settlement Plan (BSP) means a method of providing and issuing Standard Traffic Documents and other accountable forms and of accounting for the issuance of these documents between BSP Airlines on the one hand and accredited Agents on the other, as described in the Passenger Sales Agency Rules and in Resolution 850 – Billing and Settlement Plans, and its Attachment.

2. General Provisions

2.1. This document is developed in compliance with:

- ☒ Rules, instructions and manual of the Carrier
- ☒ Applicable IATA Resolutions
- ☒ IATA BSP Manual for Agents including Chapter 14, Local Procedures applicable to a specific country
- ☒ ISS Service Provisions Manual

2.2. In cases where reservation and ticketing transactions are made under the Carrier's code, Agents are responsible for ensuring strict compliance with the Fare rules and other Instructions issued by the Carrier. Violation of such rules and instructions may result in an ADM raised to an Agent by the Carrier.

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2.3. The Carrier may issue ADMs to collect amounts or make adjustments to Agent transactions in respect of the reservation and/or issuance and use of Standard Traffic Documents issued by or at the request of the Agent, regardless of which airlines are included in the itinerary.

2.4. If an Agent error results from a technical fault of a Global Distribution System (GDS), the Agent shall pay the ADM in compliance with the procedure described herein and contact the GDS directly to seek reimbursement from the GDS without involving the Carrier, except when any additional information may be required.

2.5. ADMs shall be issued through BSPlink within nine (9) months of the final travel date indicated in the ticket issued or in the reservation made.

2.6. ADMs referring to refunds incorrectly made by the Agent shall be issued through BSPlink within nine (9) months after such refund has been made by the Agent.

2.7. The Carrier may issue an ADM for any violation associated with reservations made and/or traffic documents issued for the flights of airlines other than the Carrier at the Carrier's counter, after receiving an invoice from the respective airline.

2.8. All ADMs shall be processed through BSPlink.

2.9. Any disputes and other actions referring to a raised ADM shall only be handled through BSPlink.

2.10. An Agent may dispute any ADM using the ADM/ACM Dispute option provided in BSPlink.

2.11. A dispute concerning a specific ADM may be initiated by an Agent only once within thirty (30) days of the date of the ADM issuance.

2.12. For the avoidance of doubt, a date of the ADM issuance shall be the date when the ADM was generated and uploaded into BSPlink.

2.13. All disputes related to ADMs raised to an Agent shall be reviewed by the Carrier within sixty (60) days from the moment when such ADM was disputed by an Agent through BSPlink.

2.14. A disputed ADM shall be accepted by the Carrier for review, provided that all supporting documents have been submitted through BSPlink at the moment of the ADM disputing. Otherwise, a dispute shall be rejected and an Agent shall be responsible for paying the ADM in compliance with the established procedure.

2.15. For the purpose of the dispute review, the Carrier may request additional information from an Agent.

2.16. ADMs undisputed by an Agent within the period stipulated in Clause 2.11 shall be automatically included in the Carrier's BSP Billing with the ADM amount to be paid to the Carrier within the established billing period.

2.17. If the ADM reason has been proved to be invalid, the Carrier shall approve the dispute initiated by an Agent, cancel the ADM or issue an Agency Credit Memo (ACM) for the amount paid in accordance with the ADM. Such ACM is to be paid within the established billing period.

2.18. The Carrier shall collect an administration fee for any adjustment to transactions covered by the BSP Billing. Such administration fee in the amount of 10 EUR shall be applied in respect of each issued ADM/ACM and shown in the Tax column under the YY code.

For conversion of currency to the Billing currency, the BSR rate valid on the date of ADM/ACM issuance shall be used.

2.19. Any ADM shall be raised in relation to a specific transaction only. However, if the reason for the charge is the same and an ADM is raised to one and the same Agent, one ADM may group several transactions together. More than one ADM may be raised by the Carrier in relation to the same traffic document if it is specified for a different adjustment to previous issues.

2.20. In case IATA accreditation in respect of one or several Approved Office Locations of an Agent has been canceled, the Carrier shall issue an ADM for the Agent's Head Office or any other Branch Office approved by IATA.

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Note.

The Carrier shall not allow issuance of an ADM/ACM request through BSPlink.

If an Agent discovers any of its own errors, the reporting documents shall be handled in compliance with the following procedure:

- ↖ An Agent shall submit an Agent's Error Report as per the standard form provided by the Carrier to Hamadullina.Alena@yakutia.aero. The Agent's Error Report must be accompanied with a supporting letter with a reference number assigned by the Agent. The subject line should contain "BSPCODE_XXXXXXX ADMREQUEST/ACMREQUEST", where:
- ↖ **BSPCODE** is a two-letter code of the BSP country of operation (e.g. BSPRU for BSP Russia), **XXXXXXX** is an eight-digit number of the sales office (a number approved by IATA) requesting a billing adjustment, **ADMREQUEST** is an ADM request indicator (invariable), **ACMREQUEST** is an ACM request indicator (invariable).
- ↖ The supporting letter should contain explanations regarding the requested adjustment. An Agent's Error Report submitted without such supporting letter shall not be reviewed by the Carrier.
- ↖ Where the Carrier agrees with the adjustment claim after reviewing the Agent's Error Report, an ADM or an ACM is raised through BSPlink for the amount over or under-remitted.

3. Supporting documents

3.1. If an Agent believes that an ADM issued by the Carrier is invalid, the Agent shall substantiate its claim with the required additional documents, including but not limited to:

3.1.1. For ADMs raised due to incorrect ticket price calculation in a GDS:

Reservation data, ticket price with indication of the fare applied on the date of the ticket issuance.

3.1.2. For ADMs raised due to unavailability of documents confirming that a passenger is authorized for the air travel under special fare conditions and/or due to involuntary exchange/refund:

Supporting documentation as per the ADM.

Note.

To avoid an ADM issuance in respect of an unconfirmed involuntary refund, all refund transactions should be handled through the issuance of a Refund Application in BSPlink with submission of copies of required supporting documents.

To avoid an ADM issuance in respect of an unconfirmed involuntary exchange, all copies of tickets and supporting documents should be forwarded to Hamadullina.Alena@yakutia.aero within one (1) business day after an involuntary exchange transaction has been made. The subject line should contain

"BSPCODE_XXXXXXX_DDMMYY_INVEX_TCTNBR", where:

BSPCODE is a two-letter code of the BSP country of operation (e.g. BSPRU for BSP Russia),

XXXXXXX is an eight-digit number of the sales office (a number approved by IATA) making an involuntary exchange transaction,

DDMMYY is a billing period,

INVEX is an involuntary exchange indicator (invariable),

TCTNBR is a number of the ticket in respect of which the involuntary exchange transaction has been made

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4. Contact details

Contact details are provided in BSPlink in the ADDRESS MAINTENANCE / Query Address Section.

5. Language

All ADMs shall be issued in English.

* For BSP RU, the Russian language may be used.

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6. Reasons for ADM issuance and penalties applied

No.	Violation	Penalty	Administration Fee Charged For Adjustment
1. Violations Entailing the Carrier's Losses			
1.	Unreported tickets (any transaction: sale, exchange, refund, etc.)	1. In case of any losses incurred by the Carrier – full ticket price plus a penalty in the amount of 0.2% of the full ticket price accrued for each calendar day of delay starting from the date of the ticket issuance through the date of the ADM issuance 2. If no losses are incurred by the Carrier – 5.00 EUR per ticket	Applicable
2.	Under collection of taxes and charges	Compensation for losses in full	Applicable
3.	Incorrect calculation of commission amount	Compensation for losses in full	Applicable
4.	Incorrect fare value (under collection) Violation of the Carrier's fare rules	Compensation for losses in full	Applicable
5.	Mismatch between ticketed and booked RBD (booking class)	Compensation for losses in full	Applicable
6.	Non-submission of documents confirming that a passenger is authorized for the air travel under special fare conditions	Compensation for losses in full	Applicable

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7.	Incorrect amount collected in respect of exchange/refund transaction	Compensation for losses in full	Applicable
8.	Exchange/refund of a non-exchangeable/non-refundable ticket and/or non-submission of documents confirming involuntary exchange/refund	Compensation for losses in full	Applicable
9.	Exchange/refund fee (penalty) not collected or incorrect amount collected	Compensation for losses in full	Applicable
10.	Incorrect currency rate used at ticket issuance	Compensation for losses in full	Applicable
11.	Incorrect/non-Carrier approved form of payment / use of non-Carrier approved payment cards	full ticket price plus a penalty in the amount of 0.2% of the full ticket price accrued for each calendar day of delay starting from the date of the ticket issuance through the date of the ADM issuance	Applicable
12.	Violation of the ticketing procedure in respect of tickets issued against a payment card resulting in a card chargeback to the Carrier / failure to transfer the due amount when processing card sales transactions	Compensation for losses in full	Applicable

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13.	Holding (blocking) seats in a GDS for one (1) hour or more without making a reservation	Fare amount associated with a booking class in which the seats have been held (blocked). A penalty shall be charged per each occasion (seat)	Applicable
14.	Incorrect ticket changes	Compensation for losses in full	Applicable
15.	Rebooking of segments without reissuing the original ticket	Compensation for losses in full	Applicable
16.	Ticket status left unchanged after cancellation of a corresponding reservation and/or ticket exchange/refund	1. For used ticket – penalty in the amount equal to the loss amount 2. For unused ticket – 5.00 EUR	Applicable
17.	Ticket issued with violation of the prescribed minimum connecting times	Loss amount including the Carrier's expenses associated with accommodation and transportation of passengers	Applicable
18.	Ticket refund without canceling a corresponding reservation	Fare amount associated with a booking class A penalty shall be charged per each occasion (seat)	Applicable

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19.	Duplicate use of flight coupon (exchange/refund)	1. For used flight coupon – penalty in the amount equal to the loss amount 2. For unused flight coupon – 5.00 EUR	Applicable
20.	Ticket issued with violation of IATA Ticketing Handbook requirements	1. For used flight coupon – penalty in the amount equal to the loss amount 2. For unused ticket – 5.00 EUR	Applicable
21.	Ticket issued with violation of the Carrier's interline agreement	Compensation for losses in full	Applicable
22.	Other violations entailing the Carrier's losses	Compensation for losses in full	Applicable
2. Administrative Violations			
23.→	Non-submission or untimely submission of an invoice for commission payment and an Acceptance Certificate (within 5 business days after completion of the reporting period to Hamadullina.Alena@yakutia.aero), if required by law of a specific BSP country of operation	100.00 EUR for each missed reporting month (per each invoice and Acceptance Certificate)	Not applicable

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24.	Non-submission / untimely submission of data on the following changes in respect of an Agent: address, banking details, tax system	100.00 EUR per each occasion	Not applicable
25.	Sale of traffic documents in the offices not registered by the Carrier.	100.00 EUR per each occasion	Not applicable
26.	Issuance of duplicate tickets associated with one reservation for one and the same passenger	5.00 EUR per each occasion (per each ticket)	Not applicable
27.	Missing/incorrect input of data without the use of an automated pricing system not resulting in the Carrier's losses: incorrect fare type/currency, missing/incorrect data in the fare calculation line, incorrect information on flight coupons with exchange/refund status, etc.	10.00 EUR per each occasion (per each ticket)	Not applicable
28.	Creation of fictitious bookings, bookings with fake names, unauthorized change of a passenger name in a booking	10.00 EUR per each occasion (per each passenger in a booking)	Not applicable
29.	Ticket issued without prior reservation / ticket issued without confirmed reservation	100.00 EUR per each occasion (per each passenger in a booking) plus a loss amount incurred by the Carrier	Not applicable
30.	Input of invalid ticket numbers in a booking	10.00 EUR per each occasion (per each ticket)	Not applicable

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31.	Creation of duplicate or multiple bookings for one passenger	10.00 EUR per each occasion (per each booking)	Not applicable
32.	Non-compliance with the "Procedure for the Input of Passenger Primary Travel Document Information, Passenger Other Travel Related Information and Passenger Address Information (DOCS, DOCO, DOCA) in a Booking as per the New SITA API R3 EDIFACT PAXLST Standard"	10.00 EUR per each occasion (per each ticket) plus a loss amount incurred by the Carrier	Not applicable
33.	Use of passive segments for tickets issuance/reissuance	10.00 EUR per each segment	Not applicable
34.	Restoration of a reservation after it has been canceled by the Carrier	10.00 EUR per each segment	Not applicable
35.	Late cancellation of unused flight segments with HX/UC/R3 status	10.00 EUR per each occasion	Not applicable
36.	Operation in non-IATA accredited locations, under an IATA numeric code assigned to another agent or under an IATA numeric code not authorized by the Carrier	10.00 EUR per each occasion (per each ticket)	Not applicable

* No. 23 shall only be applicable to BSP Russia Agents.