

 AGENCY DEBIT AND CREDIT MEMO (ADM / ACM) POLICY - MALAYSIA	Effective Date : 01 Jan 2015
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Please be informed that Malaysia Airlines will implement the following Agency Debit and Credit Memo (ADM / ACM) policy to Travel Agents within China. This purpose of this policy is to make clear the circumstances under which ADMs will be issued and the guidelines that Malaysia Airlines will apply.

兹通知马来西亚航空将向中国代理人执行以下代理借项和贷项通知单 (ADM / ACM) 政策。该政策的目的是明确在什么情况下签发何种代理借项通知单并适用于马来西亚航空公司的准则。

This policy supersedes previous policy published and is valid from 01st January 2015 until further notice.

这项政策将取代以前发布的政策，且有效期自2015 年 1 月 1 日起生效至另行通知为止。

1.0 Agency Debit Memo (ADM) Issuance

代理借项通知单 (ADM) 的签发

Malaysia Airlines will issue ADM through BSPLink within nine (9) months of the final travel date or if the final travel date cannot be established (such as Open dated ticket), the expiry date of the document. In the case of refund transactions, Malaysia Airlines will issue an ADM within nine months after such refund has been made by Travel Agent.

马来西亚航空将于客票上最后旅行日期的九（9）个月内或客票的到期日期（如果最后的旅行日期无法体现在客票上（如日期待定的机票））通过BSPLink签发ADM。在退款交易的情况下，马来西亚航空会在代理人做出退款后九个月内签发ADM。

If there are any cases beyond the above period, Malaysia Airlines will communicate directly with agent and obtain written confirmation from Travel Agent before an ADM is issued in BSPLink.

如果有任何超出上述期间的个案，马来西亚航空公司将在BSPLink签发ADM之前直接与代理人进行沟通，并取得书面的确认。

Malaysia Airlines will endeavour to provide as much information as possible on an ADM to ensure it is specific in its detail about the reason that a charge is being made. Travel Agents will be issued with ADMs for each specific transaction. However, ADMs may include more than one (1) transaction if the reason for the charge is the same for the same Travel Agent.

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马来西亚航空将在ADM中竭力提供尽可能多的信息，确保其具体详情及收费的原因。代理人的每一笔具体的交易均会被签发ADM。然而，如果用于收费的原因是同一家旅行代理商，ADM可能包括超过一(1)个的交易记录。

If Malaysia Airlines issues an ADM for non-compliance of fare rules, the general principle applied is to raise the fare to the next higher fare level. ADM will also be issued to collect amounts where tickets have not been issued.

如果马来西亚航空对不符合运价规定而签发的ADM，其适用的一般原则是将运价提高到下一个更高的运价等级。尽管客票尚未出票，ADM亦会签发以收取差额。

2.0 Usage Of ADMs

ADMs 的使用

Malaysia Airlines will issue ADMs to collect amounts or make adjustment to Travel Agents related to:

马来西亚航空将签发ADM来收取款项或向有以下情况的旅行代理商进行调整：

- a. Travel Agents short collection / ticketing violations detected during Audit
旅行代理商少收费 / 审计期间查出票务违例
- b. Travel Agents ticketing errors
旅行社票务出错
- c. Short collection of applicable transportation taxes, fees and charges during ticketing
出票时少收相应的运输税、费及手续费
- d. Over claimed of commission during ticketing
出票时多索取佣金
- e. Sales not reported
销售未报告
- f. Credit card chargeback
信用卡拒付
- g. Short collection of applicable penalty fees in related to refund and re-issuance of tickets
少收取因退票及换开客票所产生的相应惩罚性费用

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- h. Recall of commission from Travel Agents for refunded tickets
向旅行代理商召回已退款客票的佣金
- i. Refund violations such as duplicate refund, over refunded amount, refund of non-refundable tickets and refund of expired tickets
违规退款行为如重复退款，退款超过应退款金额，不允许退票的退款和过期客票的退款
- j. Re-issuance violations such as re-issuance without endorsement of other airline tickets and wrong tickets used for exchange during the re-issuance
客票换开违规行为如未经其他航空公司背书换开客票及在重新换开客票时出错
- k. Violations on the specific ticketing fare rule such as minimum / maximum stay violations, stopover violations and unauthorized fare used such as Seamen fare to issue to normal FIT passenger
在具体的售票运价规则如最短 / 最长停留时间、中途停留的违规行为和未经授权使用特殊运价如使用海员运价给正常散客出票
- l. Incorrect use of Malaysia Airlines Carrier Identification Plate (CIP) i.e. tickets plated on '232' must contain at least one (1) sector operated or marketed by Malaysia Airlines
不正确使用马来西亚航空承运人识别牌（CIP）即客票为“232”打头，必须包含至少有一(1)个航段是由马来西亚航空公司经营或销售的
- m. Insufficient documentations submission such as GOM Warrant and Student Visa
文件提交不足如GOM担保和学生签证
- n. Fictitious ticketing and passive booking such as Travel Agents made bookings when no definite passenger exist
虚假出票和虚拟航段如旅行社在没有明确的乘客存在的情况下所作的订座
- o. Reservation Booking Designator (RBD) violation where there is a mismatch between ticketed and booked RBD
预订舱位等级（RBD）违规行为，出票与订座之间的RBD不匹配
- p. Non-materialisation of group travel
团队旅游的未实际成行

The above summarizes Malaysia Airlines policy for key audit areas but should not be construed as complete and final.

以上总结了关于马来西亚航空的主要审计范围政策，但不应该被视为完整的和最终的。

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3.0 ADM Minimum Value

ADM 的最小值

All ADMs issued should carry a minimum value of USD5 (or equivalent in local currency). However, Malaysia Airlines has the right to accumulate tickets with the same type of violation into one (1) ADM and issued it to Travel Agent if the amount is below the minimum value.

所有签发的 ADM 都应该包含5美金（或等值的当地货币）的最小值。然而，在金额低于最小值的情况下，马来西亚航空有权将相同类型的违规行为累积在一个ADM上向代理人签发。

If the ADMs are issued due to recall of commission or insufficient documentations submission, no minimum value will apply.

如因召回已退款客票的佣金或文件提交不足的违规行为所签发的ADM，最小值的条款不适用。

4.0 ADM Disputes

ADM 纠纷

Travel Agents are given a maximum of fifteen (15) days to review and dispute an ADM through BSPLink prior its submission to BSP for processing. In a case where Travel Agent did not dispute the said ADM, it will be billed automatically to the Travel Agent.

代理人在 ADM 提交给 BSP 进行处理之前可以通过 BSPLink 对其有最多十五（15）天的时间进行复查并提出异议。在代理人没有对上述 ADM 提出异议的情况下，它将会自动向代理人记帐。

Dispute via BSPLink will be investigated and settled by Malaysia Airlines within sixty (60) days from the date of receipt of the dispute. Travel Agents are required to furnish supporting documents to support the dispute. If Malaysia Airlines found that the information furnished are not sufficient, the dispute will be rejected.

通过 BSPLink 所提出的异议，马来西亚航空公司将在自收到异议之日起的六十（60）天内进行调查和解决。代理人必须提交证明文件来支持这一争议。如果马来西亚航空认为所提供的资料不足，该异议将被驳回。

For subsequent dispute of billed ADM, Travel Agent may request the cancellation of the ADM via ACM through written communication to Malaysia Airlines. However, the request

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must be made within one (1) year from the date of ADM issuance. Malaysia Airlines will not entertain any request beyond this period.

对于已记帐 ADM 的后续纠纷，代理人可要求通过ACM书面联络马航取消ADM。然而，该请求的时间必须从 ADM 签发之日起一（1）年内提出。马来西亚航空将不接受任何超出这一时期的请求。

5.0 Agency Credit Memo (ACM) Request

代理贷项通知单（ACM）请求

Travel Agents are permitted to request for ACM from Malaysia Airlines within one (1) year of ticket validity. Malaysia Airlines has the right to deny the request beyond this period. Travel Agents are required to provide supporting documents for the ACM request.

代理人获准自客票有效期一（1）年之内向马来西亚航空申请 ACM。马来西亚航空有权拒绝超出这一时期的请求。代理人须为 ACM 的申请提供证明文件。

6.0 Usage of ACM

ACM的使用

a. Cancellation of ADM

ADM 的取消

b. Correction of Travel Agents' ticketing (related BSP documents only) such as commission omitted by agents during ticketing

校正代理人票务错误（仅限于相关的 BSP 文件）如代理商出票时遗漏佣金等

c. Correction of Travel Agents' refund error (related to BSP documents only) such as short payment of refunds

校正代理人退款错误（仅限于相关的 BSP 文件）如少付款的退款

d. ACM originated by IATA for BSP fees

ACM由国际航协产生的BSP 费用

7.0 Administrative Fees

行政事业性收费

7.1 ADM Fee

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ADM 费用

Malaysia Airline will apply an ADM fee of USD10 (or equivalent in local currency) per ticket. This fee will be incorporated in the same ADM document.

马来西亚航空将收取每张客票10 美金（或等值的当地货币）的ADM 费用。这笔费用将合并列入同一个ADM 文件。

For violation of incorrect use of Malaysia Airlines CIP, the ADM fee is USD50 (or equivalent in local currency) per ticket.

对于不正确地使用马来西亚航空公司CIP的违规行为，每张客票的ADM费用是50美金（或等值的当地货币）。

The ADM fee varies according to countries and Malaysia Airlines local office will communicate such amount accordingly to the Travel Agents.

ADM 费用根据各个国家的情况各有不同，马来西亚航空公司所在的当地办事处将与代理人沟通相应的金额。

7.2 ACM Fee

ACM 费用

Malaysia Airlines will apply an ACM fee of USD30 (or equivalent in local currency) per ticket for request of ACM due to ticketing or refund error made by Travel Agents. ACM administrative fee is also applicable for ACM issued due to waiver given by Malaysia Airlines on the valid ADMs.

马来西亚航空将对由代理人票务或退款错误作出申请的ACM申请收取每张客票30 美金（或等值的当地货币）的费用。ACM行政费用也适用于由马来西亚航空给出的免除有效的ADM的情况。

8.0 Travel Agents Responsibility

代理人责任

8.1 Practice the correct ticketing procedures that are compliance with Malaysia Airlines booking and ticketing policy in order to avoid ADMs

执行符合马来西亚航空公司预订和票务政策的正确票务程序，以避免 ADMs

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8.2 Understand the ADM procedures, the purpose of the ADMs and the dispute period that exists

了解 ADM 的程序、ADM 及纠纷期存在的目的

8.3 When an ADM is disputed, Travel Agents should ensure the response is specific in detail and relevant supporting documents are attached to the dispute in BSPlink

当对ADM存在异议时，代理人应确保在BSPlink上对争议做出的回应具备具体的细节并附上相应的支持文件

8.4 Travel Agents should not dispute an ADM that is valid and evidence to the contrary is not available.

代理人对有效的ADM或反之没有办法证明此ADM是无效的情况下，不应存有异议

9.0 Contact and Information Requests

联系方式及信息咨询

All ADMs disputes and requests for supporting or additional information should be send to the below email address.

Email address: salesadt@malaysiaairlines.com

所有关于 ADM 纠纷和请求的支持或额外信息均应发送到以下电子邮件地址。


电子邮件地址: salesadt@malaysiaairlines.com

For other matters, Travel Agents can dispute directly to the email address as indicated in the Airline Contact in the ADM.

其他事项，代理人可以就争议直接与 ADM 上标注的航空公司电子邮件地址联系。

Malaysia Airlines reserves the right to inhibit a Travel Agent's ability to view, book and ticket Malaysia Airlines inventory due to frequent violations of the booking and ticketing policy and failure to pay any outstanding fee(s).

马来西亚航空保留代理人由于经常性违反订座、票务政策及未能支付未结清余账而禁止代理人查看、预订和开具马来西亚航空公司航班资格的权力。

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Malaysia Airlines also reserves the right to revise the amount and amend the ADMs issuance process with or without prior notification.

马来西亚航空同时也保留在有或没有事先通知的情况下变更金额和修改 ADM 签发流程的权利。

Thank you.

特此通知！