

CNBSPTS2009

关于全日空 ADM/ ACM 政策的更新

尊敬的各位代理人

感谢您对全日空航空公司的支持。

请注意，我司修改了在 BSP/ARC 市场的借项通知单（ADM）/贷项通知单（ACM）的政策。

1. 生效日

2021 年 4 月 1 日

2. 政策详细

请通过以下链接查看政策全文。

<https://www.ana.co.jp/businesspartners/en/admacm-policy>

ADM/ACM 政策更新点如下：

- 1) 追加征收 ACM 手续费
- 2) 追加概述部分
- 3) 追加 ADM/ACM 或 借记通知/贷记通知 的发行对象范围
- 4) 统一 ADM/ACM 手续费（日本地区 3000 日元，日本以外地区 25 美元）

- 5) 统一手续费和罚款的金额及货币种类（日本地区为日元，日本以外地区为美元）
- 6) 追加旅客属性标识(Ticket Designator)不正确，以及错输/漏输 Tour Code, Endorsement/Restriction Box 的条款
- 7) 追加运价适用对象不正确（例如海员运价、Visit Japan 运价、儿童/婴儿运价等）的条款
- 8) 追加对全程没有 NH 航班号的行程禁止使用 205 票本出票的条款
- 9) 追加禁止预定/出票与实际搭乘行程不一致的条款
- 10) 追加有关付款方式不正确的条款
- 11) 追加有关改期操作不正确的条款
- 12) 追加有关变更和换票操作不正确的条款
- 13) 修改第六条内容（关于计划航班变动处理不当）至第七条（有关航司计划航变的处理规则的违反）
- 14) 追加信用卡不正当使用的条款
- 15) 追加以下项目的固定罚款金额
 - 旅客属性标识不正确以及错输/漏输 Tour Code, Endorsement/Restriction Box （即使出票的舱位和运价正确）
 - 使用 OPEN 航段或候补预订出票 （当预订要求必须全部确保座位时）
 - 对全程没有 NH 航班号的行程使用 205 票本出票
 - 豁免代码（waiver code）输入不正确或漏输
 - 事后退款调整手续费
 - 信用卡付款被拒付时的内部退款手续费
- 16) 删除各国家地区当地规定

3. 注意

我司将会在政策生效日更新链接。

- 1) 发布至各 GDS 信息页面
- 2) 上传至各国家地区的 BSPLink/ASD

当政策内容有变时，我们将随时更新以上文件内容。

4. 其他咨询

请查阅 ADM/ACM 政策中的联系方式

ANA Agency Debit Memo (ADM) / Agency Credit Memo (ACM) Policy

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Based on IATA Resolution 850m, All Nippon Airways (ANA) hereby revises its Agency Debit Memo (ADM)/Agency Credit Memo (ACM) Policy to be applied in BSP/ARC.

This ADM/ACM policy is valid from 01 April 2021 until further notice.

General Description

This policy is applicable for all IATA accredited and non-accredited travel agents that make Carrier flight booking and ticketing

through GDS (hereafter “Travel Agent”), and all partners including NDC aggregators that provide Carrier products and services through NDC (hereafter “NDC Seller”) .

For sales through GDS, Agency Debit Memo (ADM)s/Agency Credit Memo (ACM)s will be issued to the ticketing IATA accredited Travel Agent. For sales through NDC, ADMs/ACMs or Invoices/Credit Notes will be issued to the NDC Seller.

ADMs/ACMs and Invoices/Credit Notes are used to adjust the difference between the applicable Fare/TFC/commission and the ticketed amount, and/or to collect the fixed penalty charge if specified.

ANA reserves its rights to pursue its legal remedies resulting from Travel Agent’ s and/or NDC Seller’ s non-compliance of ANA Policies such as Distribution Policy, Booking Policy, ADM/ACM Policy and other notices from ANA. Therefore ANA may collect expense or losses arising out of or in connection with Travel Agent’ s or NDC Seller’ s non-compliance not specified in ADM Policy and/or more than the amount specified in ADM Policy. –

1)ANA collects an administrative fee for the issuance of ADM or ACM or invoice or credit note per ticket.

However ANA does not collect administrative fee for the issuance of ADM or ACM or invoice or credit in case of ANA’ s reason.

2)When the penalty charge is clearly mentioned, ANA issue ADMs based on that amount.

*For amount, please refer to “Administrative Fees and Penalty Charges” .

Scope of the ADMs/ACMs or invoices or credit notes Issuance

The scope covers issuance of e-ticket/EMD, reissues or exchanges, revalidations, refunds with automated and/or manual fare quotes.

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ADM Policy

1. Fare and Ticketing violations

- a) Incorrect fare application and combinability (e.g. routing or sales restrictions)
- b) Incorrect fare value, net amount
- c) Non-compliance of fare rules (e.g. minimum/maximum stay, weekdays/weekends, advanced purchase rules, seasonality, flight applications)
- d) Ticketing codeshare flights on other than the allowed specified routings, fares
- e) Incorrect stopovers, transfers, and surcharges
- f) Incorrect booking class on NH and other airlines
- g) Incorrect Fare Basis Code
- h) Incorrect Ticket Designator & incorrect or missing Tour Code, Endorsement/Restriction Box while ticketed class and fare are correct
- i) Ticketing open or waitlisted sectors (where reservation is required)
- j) Incorrect Eligibility and Applicability of fare issuance (e.g. Seamen, Visit Japan, Experience Japan, Child/Infant)
- k) 205 Ticket issuance without NH sector
- l) Throwaway ticketing
 - *This is the practice of selling a ticket with a fictitious point of origin or destination in order to undercut the applicable fare, fee or charge and is strictly forbidden per IATA Resolution 830a.
- m) Incorrect or invalid form of payment according to contract
 - *For penalty charges, please refer to “Administrative Fees and Penalty Charges”.

2. Commission violations

- a) Incorrect application
- b) Over-collection of commission (standard & supplementary)

3. Taxes/Fees/Charges(TFCs) and Surcharges violations

- a) Incorrect collection of Taxes/Fees/Charges and Surcharges
- b) Missing Taxes/Fees/Charges and Surcharges
- c) Wrongly altered Taxes/Fees/Charges and Surcharges

4. Revalidation violations

- a) Non-compliance of fare rules
- b) Override of original RBD, routing, fare (Fare Basis Code/Ticket Designator Code), not valid before and not valid after (NVB/NBA) date

5. Reissue/Exchange violations

- a) Missing or incorrect rebooking fee
- b) Incorrect calculations of reissue/exchange/rerouting
- c) Non-compliance of reissue/exchange rules (e.g. carrying over 'non-ref' and/or tour code on the original ticket)

6. Refund violations

- a) Incorrect calculation of refund Fare amount, Taxes/Fees/Charges(TFCs) and Surcharges

- b) Incorrect application of cancellation penalty, refund charge
- c) Incorrect calculation of refunded commission amount (Commission recall)
- d) Incorrect form of payment on refunds (versus sales)
- e) Refund after document period expire

* For Retroactive adjustment of refunded Fares/TFCs/Cancellation Penalty/Refund Charge amount and/or Commission, Retroactive Refund Adjustment Fee as specified in the following shall apply. Please refer to “Administrative Fees and Penalty Charges” .

7. Handling of Planned Schedule Change by Airline violations

- a) Incorrect conditions and ticket reissue applied
- b) Collection of unnecessary rebooking fee

8. Waiver Authorization Code (WAC) violations

- a) Missing or incorrect of Waiver Authorization Code (WAC)
- b) Incorrect application of Waiver Authorization Code (WAC) for flights/tickets not exempt from cancellation penalty/refund charge
- c) Improper use of Waiver Authorization Code (WAC) and false report

*For penalty charges, please refer to “Administrative Fees and Penalty Charges” .

9. Credit card violations

a) Upon chargeback by credit card company, when ANA does not receive documentation for dispute by the deadline provided or when the case is closed in the cardholder's favor, ANA will collect the chargeback amount, Internal Refund Fee (if applicable), and Administrative Fee by ADMs or invoices.

*For Internal Refund Fee amount, please refer to "Administrative Fees and Penalty Charges".

b) When the settlement is made with any card other than Customer's Card, such as Virtual Account Number (VAN), or an anonymous card, in addition to Administrative Fee, 10% of the sales amount is collected by ADMs or invoices.

c) Chargeback Fees/Penalties that may be imposed by card brands, acquiring or issuing banks; such as chargeback transaction fee assessed by card brand, arbitration fees for lost arbitration, will be collected by ADMs or invoices.

10. Booking Policy violations

*For penalty charges, please refer to "Administrative Fees and Penalty Charges".

Items	Contents
a) Secure Flight Passenger Data (SFPD)	Penalty will be imposed if you failed to register SFPD which is obligated to input by Transportation Security Administration (TSA).
b) Fictitious Bookings	Penalty will be imposed if you make fictitious bookings.
c) Booking in Sequence	Penalty will be imposed if you make speculative/fictitious segment or booking

	out of sequence.
d) Married Segment Control	Penalty will be imposed if you intentionally break Married Segment Control Policy.
e) Duplicate Bookings	Penalty will be imposed if you make duplicate bookings for the same passenger and we make a rational decision that they have an impact on our inventory.
f) Inactive Segment	Penalty will be imposed if you failed to remove un-ticketed segments with a status code of HX, UN, UC and NO from the GDS/CRS PNR at least 24 hours prior to flight departure.
g) Churning	Penalty will be imposed if you engage in churning to circumvent or extend the ticketing time limit set forth in the fare rules or flight firming policies.
h) Time Limit Cancel	Penalty will be imposed if you do not issue the tickets according to the applicable ticket time limit set forth in the fare rules or flight firming policies.
i) Fictitious Ticketing	Penalty will be imposed if you manually insert

	a fictitious or previously used ticket number that does not match with passenger and/or existing itinerary in the PNR.
j) Passive Segments	Penalty will be imposed if you issue the tickets using passive segments with exception of group ticketing.
k) Group Bookings	Penalty will be imposed if you make scattered bookings and reserving 10 or more passengers on the same flight.

11.Others for specific markets

Applied market/area : JP / TH / US / CA *Please refer to [“Others for Specific Markets”](#) .

Country	Items
JP	a) Special cancellation penalty, refund charge for group PNR b) No-show charge for group PNR c) Deposit for group PNR *ADM administrative fee is not applicable for a) b) and c)

TH	<p>a) Commission application for Discount tickets including local market fares</p> <p><Exception> A waiver of administrative fee applies to ADM issuance for Withholding Tax of refund amount.</p>
US	<p>a) Dishonored Draft Ticket b) Unreported Sales c) Non-negotiable late fee - Subject to ADM issued on/after October 01, 2016 ANA will impose non-negotiable late fee when ADM turns to the following ages. For ADMs that are not paid at 240 days, Agent' s ticketing privilege will be terminated*. *ANA reserves the right to terminate Agent' s appointment any time if Agent fails to pay ADM or to be at a disadvantage by Agent.</p> <p>Memo Age : Over 120 days Late Fee : USD50 Memo Age : Over 180 days Late Fee : Additional USD100</p> <p>d) Incorrect/over-collection of mark-up amount</p>
CA	<p>a) Incorrect/over-collection of mark-up amount</p>

ACM Policy

- 1. Retroactive adjustment of refunded Fares/TFCs and/or Cancellation Penalty/Refund charge for tickets whose FOP is CASH
- 2. Adjustment of ADMs or invoices

Disputes for IATA Accredited Travel Agents and IATA Accredited NDC Sellers

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- 1. Dispute period is 15 calendar days from the date of issue.
- 2. In case of disagreement, IATA Accredited Travel Agents and IATA Accredited NDC Sellers are obliged to contact the issuing airline within the dispute period through BSPlink.
- 3. Disputed ADM is not reported to BSP for processing until airline settle within 60 days of receipt.
- 4. (ARC) All initial ADM objections must be submitted to ANA within 30 calendar days from the ADM issue date, time being of the essence
- 5. (ARC) ANA will not accept any original objection to an ADM after 30 calendar days from the ADM issue date.
- 6. (ARC) In the event an Agency' s objection is denied, Agency shall have the opportunity to appeal said denial in writing setting forth reasons therefore and submitted to ANA within 10 days of Agency' s receipt of said denial, time being of the essence.
- 7. (ARC) In the event the denial of Agency' s objection is affirmed, Agency shall have the further right to a second appeal of said denial, said appeal to be in writing setting forth Agency' s reasons therefore and submitted within 10 days of Agency' s receipt of said second denial, time being of the essence.

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Contact Information

– If you have any further inquiries, please contact us. Please refer to [“Contact Information”](#).

Administrative Fees and Penalty Charges

Administrative Fees and Penalty Charges	Items	Japan	Other Area
Administrative Fee for the issuance	ADM/ACM/Invoice/Credit note BSP: per Ticket ARC: per ADM	3000JPY	25USD
Penalty Charges of Fare and Ticketing violations	h) Incorrect Ticket Designator & incorrect or missing Tour Code, Endorsement/Restriction Box while ticketed class and fare are correct	5000JPY	40USD
	i) Ticketing open or waitlisted sectors (where reservation is required)	5000JPY	40USD
	k) 205 Ticket issuance without NH sector	10000JPY	75USD
Penalty Charges of Waiver Authorization Code (WAC) violations	a) Missing or incorrect input of WAC	5000JPY	40USD
Retroactive Refund	-	5000JPY	40USD

Adjustment Fee			
Internal Refund Fee	-	5000JPY	40USD
Penalty Charges of Booking Policy violations	a) Secure Flight Passenger Data (SFPD) /per passenger	5000JPY	40USD
	b)Fictitious Bookings / per passenger, per segment	5000JPY	40USD
	c)Booking in Sequence / per passenger, per segment	40000JPY	400USD
	d)Married Segment Control / per passenger, per segment	40000JPY	400USD
	e)Duplicate Bookings / per passenger, per segment	5000JPY	40USD
	f)Inactive Segment / per passenger, per segment	1000JPY	10USD
	g)Churning / per passenger, per segment	5000JPY	40USD
	h)Time Limit Cancel / per passenger	5000JPY	40USD
	i)Fictitious Ticketing / per passenger	5000JPY	40USD

	j) Passive Segments / per passenger	1000JPY	10USD
	k) Group Bookings / per passenger	1000JPY	10USD

*Fees and Penalty charges shall be converted to each BSP's settlement currency using BSR effective on the date of issue of ADM/ACM/Invoice/Credit Note (Except for Japan)

Other ANA Policies

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[ANA Distribution Policy](#)

[ANA Booking Policy](#)

We thank you for taking your time to review our ADM/ACM policy and your continued support of ANA.

ANA Agency Debit Memo (ADM) / Agency Credit Memo (ACM) Policy

(免责声明: 全日空 ADM/ ACM 政策 以英文原版为标准文本, 中译版仅供参考。英文链接请参考
<https://www.ana.co.jp/businesspartners/en/admacm-policy>)

根据 IATA 850m 决议, 全日空航空公司 (ANA) 特此修改了在 BSP/ARC 市场的借项通知单 (ADM) / 贷项通知单 (ACM) 的政策。
本 ADM / ACM 政策从 2021 年 4 月 1 日起生效, 直至另行通知。

概述

此政策适用于所有通过 GDS 渠道进行承运人机票预订和出票的 IATA 认可和非认可客运代理人 (以下简称“代理人”), 以及包括通过 NDC 渠道提供承运人产品和服务的 NDC 聚合商在内的所有合作伙伴 (以下简称“NDC 卖家”)。

对于通过 GDS 渠道进行的销售, 借项通知单 (ADM) / 贷项通知单 (ACM) 将会签发出票的 IATA 认可代理人。对于通过 NDC 渠道进行的销售, ADM / ACM 或 借记通知/贷记通知 将签发给 NDC 卖家。

ADM / ACM 和 借记通知/贷记通知 用于调整适用的“运价/税费/佣金”与出票金额之间的差额, 和/或收取指定的定额罚款。

ANA 保留追究由于代理人和/或 NDC 卖家违反 ANA 各项政策规定（例如分销政策，预订政策，ADM / ACM 政策 以及 ANA 的其他通知）而导致的法律责任，并要求其赔偿由此产生的相关费用或损失的权利。因此当代理人或 NDC 卖家出现违反未在 ADM 政策中明确的规定的行为时，ANA 还可能会收取所产生的相关费用或损失，包含并有可能高于 ADM 政策中指定的金额。

- 1) ANA 对每张机票的 ADM 或 ACM 或借记通知或贷记通知收取手续费。但是，当属于 ANA 原因时，ANA 不会对 ADM 或 ACM 或借记通知或贷记通知收取手续费。
- 2) 当有明确的定额罚款时，ANA 会根据该金额签发 ADM。

*有关罚款金额，请参阅“手续费·罚款金额一览”。

ADM / ACM 或 借记通知/贷记通知 的范围

范围涵盖自动运价计算和/或人工运价计算的电子机票/ EMD 的发行，换开，改期和退票。

ADM 政策

1. 有关运价和出票的违反
 - a) 适用运价或运价组合不正确(例如适用路线或销售限制不正确)
 - b) 运价金额净价不正确
 - c) 运价规则不正确（例如最短 /最长停留时间、周中周末、提前购票期限、季节波动、适用航班不正确）
 - d) 代码共享航班预定不正确（非适用路线、运价）
 - e) 停留、转机以及附加费不正确
 - f) NH 航班或其他航司航班预订舱位不正确
 - g) 运价基础类别（Fare basis）不正确
 - h) 旅客属性标识(Ticket Designator)不正确，以及错输/漏输 Tour Code, Endorsement/Restriction Box（即使出票的舱位和运价正确）
 - i) 使用 OPEN 航段或候补预订出票（当预订要求必须全部确保座位时）
 - j) 运价适用对象不正确（例如海员运价、Visit Japan 运价、儿童/婴儿运价等）

k) 对全程没有 NH 航班号的行程使用 205 票本出票

l) 预定/出票与实际搭乘行程不一致的行程

*指为了获取更低的适用运价，费用或手续费而销售虚假出发地或目的地的机票的行为，此行为被 IATA 830a 号决议严格禁止。

m) 根据合同，付款方式不正确或无效

*有关罚款金额，请参阅“手续费·罚款金额一览”

2. 有关佣金的违反

a) 可适用佣金的行程不正确

b) 可适用的佣金率不正确

3. 有关税费、附加费等违反

a) 税费、附加费等收取金额不足

b) 税费、附加费等项目漏收

c) 税费、附加费等变更错误

4. 有关 Revalidation (机票改期) 的违反

a) Revalidation (机票改期) 未遵从机票运价规则。

b) Revalidation (机票改期) 替换了原票的预订舱位代码，路线，运价 (运价基础类别 Fare Basis Code / 旅客属性标识 Ticket Designator Code)，机票有效日期 (NVB/NBA)。

5. 有关机票换开的违反

a) 变更手续费不正确或遗漏

b) 换票/改签/路线变更时计算不正确

c) 换票/改签规则适用不正确 (例: 没有携带原票上的 tour code、Endorsement/Restriction 等)

6. 有关退票规则的违反

- a) 运价金额、税费、附加费等退款计算不正确
- b) 取消手续费或退票手续费不正确
- c) 退票佣金计算不正确
- d) 退款时的支付方式输入不正确(应与出票时的支付方式一致)
- e) 超过退票有效期操作退票处理

* 如操作退票处理后发生对运价/税费/取消手续费/退票手续费, 和/或佣金的退款金额调整, ANA 将收取事后退款调整手续费。有关罚款金额, 请参阅“手续费·罚款金额一览”。

7. 有关航司计划航变的处理规则的违反

- a) 错误进行机票换开
- b) 对计划航班变动的机票进行换开时, 收取变更手续费

8. 有关豁免代码 (Waiver Authorization Code) 的违反

- a) 豁免代码输入不正确或漏输
- b) 为非适用机票或航班使用豁免代码
- c) 不正当使用豁免代码或虚假报告

9. 不正当使用信用卡结算

- a) 如发生信用卡公司拒付, 当全日空未在规定期限内收到争议文件, 或者信用卡持卡人有意结案拒付, ANA 将通过 ADM 或借记通知回收拒付款项, 内部退款手续费(如适用)和 ADM 手续费。

* “内部退款手续费” 请参阅“手续费·罚款金额一览”

- b) 当使用非客户本人信用卡的其它信用卡(如: 虚拟帐号(VAN)或匿名卡)进行结算时, 全日空将向代理人开具销售金额的 10%的 ADM 单/

借记通知和手续费。

- c) 信用卡公司，收单行或发卡行可能会征收拒付手续费或罚款，例如信用卡公司收取的拒付交易费，或仲裁败诉发生的仲裁费等，全日空将以开具 ADM 或借记通知的方式回收相应款项。

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10. 违反预订政策的情况

*有关罚款金额，请参阅“手续费·罚款金额一览”。

项目	具体内容
a) SFPD 信息	没有输入美国运输安全管理局 (TSA) 要求必须输入的 SFPD 信息
b) 虚假预订	预订不打算使用的行程
c) 按顺序预订	预订投机的/虚构的航段或不按顺序预订
d) MSC 联程预订	故意破坏 MSC 规则
e) 重复预订	全日空判断代理人为同一旅客进行的 重复预订影响了我司的空座管理
f) 无效航段	在航班起飞 24 小 时 前 没有取消 HX, UN, UC, NO 状态的无效航段
g) 反复预订	反复用预订取消、取消再预定的行为来 为规避或延长票规所规定的购票时 限
h) 出票时限	没有在票规或系统规定的出票时限前出票
i) 虚假机票号码	在 PNR 中输入与旅客姓名、行程不符的虚假机票号码或已经使用过的机票 号码

j) Passive 航段	使用 Passive 航段出票（部分团队机票除外）
k) 团队预订	为 10 名或 10 名以上的团队旅客以散客的方式预订同一航班

ACM 政策

1. 对支付方式为现金的已经退款的机票的运价/税费进行事后退款金额调整，和/或退票手续费/取消手续费的事后调整。
2. 对 ADM 或借记通知进行调整。

IATA 认可代理人和 IATA 认可 NDC 卖家对 ADM 单的争议

1. 可争议期为自 ADM 发行日起 15 个日历日。
2. 如有异议，IATA 认可代理人 and IATA 认可 NDC 卖家必须在争议期内通过 ASD 网站向发行航司进行申请。
3. 航空公司将在代理人提出争议起 60 日之内处理受争议的 ADM 单，在处理完成前将不会通过 BSP 结算。

联系方式

如有任何疑问，请通过以下联系方式联系我们：

ml_notice_cnbsp@ana.co.jp

手续费·罚款金额一览

手续费·罚款	项目	日本地区	日本以外地区
手续费	ADM/ACM/借记通知/贷记通知	3000 日元	25 美金

	BSP:按每张机票收取 ARC:按每张 ADM 单收取		
有关运价和出票的违反	h) 旅客属性标识(Ticket Designator)不正确,以及错输/漏输 Tour Code, Endorsement/Restriction Box (即使出票的舱位和运价正确)	5000 日元	40 美金
	i) 使用 OPEN 航段或候补预订出票 (当预订要求必须全部确保座位时)	5000 日元	40 美金
	k) 对全程没有 NH 航班号的行程使用 205 票本出票	10000 日元	75 美金
有关豁免代码 (Waiver Authorization Code) 的违反	a) 豁免代码输入不正确或漏输	5000 日元	40 美金
事后退款调整手续费	-	5000 日元	40 美金
内部退款手续费	-	5000 日元	40 美金
违反订座规则的罚金	a) 输入 Secure Flight Passenger Data (按每位旅客计算)	5000 日元	40 美金

b) 虚假预约（按每位旅客每一航段计算）	5000 日元	40 美金
c) 按顺序预订（按每位旅客每一航段计算）	40000 日元	400 美金
d) MSC 联程预订（按每位旅客每一航段计算）	40000 日元	400 美金
e) 重复预约（按每位旅客每一航段计算）	5000 日元	40 美金
f) 无效航段（按每位旅客每一航段计算）	1000 日元	10 美金
g) 反复预定（按每位旅客每一航段计算）	5000 日元	40 美金
h) 出票时限（按每位旅客计算）	5000 日元	40 美金
i) 虚假机票号码（按每位旅客计算）	5000 日元	40 美金
j) Passive 航段（按每位旅客计算）	1000 日元	10 美金
k) 团队预订（按每位旅客计算）	1000 日元	10 美金

*各项费用和罚金应在 ADM / ACM / 借记通知/贷记通知 开具之日（日本除外）使用 BSR 汇率转换为当地 BSP 市场的结算货币

感谢您对 ANA ADM/ACM 政策的阅读以及对全日空的支持