

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

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 2023 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.

### **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 / CN \*Please refer to [“Others for Specific Markets”](#).

**(a) Penalty Charge for violations of Chinese sales agent code of conduct**

Penalty Charges	Items	Amount
CTCM/CTCE not entered	Agent does not enter CTCM/CTCE	40USD
OTA violations	Agent does not maintain carrier ticket prices correctly on OTA website	400USD
	Agent does not correctly show the applicable conditions of the carrier's ticket and the terms of refund and charge on the OTA website	400USD
	Agent uses GDS system other than 1E to book and issue tickets without authorization when selling tickets on OTA website	400USD

**(b) Penalty Charge for violations of whitelist agent agreement by OTA website operator**

Penalty Charges	Items	Amount
OTA violations	OTA website operator does not display carrier ticket prices correctly on OTA website	400USD
	OTA website operator does not correctly show the applicable conditions of the carrier's ticket and the terms of refund and charge on the OTA website	400USD
	OTA website operator transfers the order content to the agent who is not authorized by the carrier, or overseas agent to book and issue tickets	400USD

	OTA website operator failed to cooperate with the carrier in case investigation within the specified period	100USD
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### **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**

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.

### **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 Adjustment Fee	-	5000JPY	40USD
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 (Except for Japan)

Administrative Fee for the issuance : Using effective BSR on the first date of every quarter (e.g. 1st April/1st July/1st October/1st January)

Internal Refund Fee & Retroactive Refund Adjustment Fee : Using effective BSR on the day of ADM/Invoice issuance

Penalty charges : The effective BSRs to be used are as follows

- Exchanges - Reissue date of the exchange
- Sales - Issue date of the Sales document
- Refund – Refund process date/Refund notice date

**Other ANA Policies**

[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.