

Thai Airways International Public Company Limited
Agency Debit Memo (ADMs) Policy
and
Agency Credit Memo (ACMs) Policy for Travel Agents

General Description

In reference to IATA Resolution 850m (Passenger Agency Conference Resolutions Manual), ADMs are a legitimate accounting tool for use by all BSP Airlines to collect amount or make adjustments to Agent transactions in respect of the issuance and use of Standard Traffic Documents issued by the Agent. Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or a local representation of Agents, or through the applicable local joint consultative forum.

Thai Airways International Public Company Limited has declared own policy on Agency Debit Memo (ADM) to Travel Agents inferring with IATA Resolution 850m to state a clear circumstance and processing timeframe to which an ADM shall be issued together with a clear application guidance to all parties involved.

Important Notice: Thai Airways International Public Company Limited reserves the right to amend and/or to adapt and/or partially delete and/or partially change the ADM policy at any time. The policy shall be reviewed periodically by Thai Airways International Public Company Limited and subjected to be changed and aimed to grant enough lead time to ensure manage time-consuming for implementation by agents respectively. If any suspected fraud or immediate extraordinary circumstances occurred with a proved investigation performance actioned by auditor, the general guidance below shall be no longer be considered as valid.

Also, Thai Airways International Public Company Limited issues an ACM to reimburse or adjust an over-payment for transportation or related charges or fees to the Agent resulted from errors made by either agents or ARC Processing Centre. Any over-payment amount or value paid by any forms of payment, authorized by Thai Airways International Public Company Limited, shall be made to the original payment types used for the ticket purchase.

Below summarized of the standard issued of ADM and ACM policy of Thai Airways International Public Company Limited shall not be considered as a final stage of deliberation.

I. Agency Debit Memo (ADM) Policy

a. Scope of the ADM Issuance

1. An ADM shall be issued to collect amounts or adjust related to issuance of BSP Standard Traffic Document, issued by the Travel Agent, provided that the issued document is validated on Thai Airways International Public Company Limited, irrespective of which carriers are included in the passenger itinerary.

2. An ADM shall be issued in related to a specific transaction only; however, more than one charge can be included on one ADM if the reason for the charge is the same. Supporting reason in details shall be provided with the ADM.
 3. No more than one ADM should be issued in relation to the same original ticket issuance; however, if more than one ADM is raised in relation to the same ticket, Thai Airways International Public Company Limited shall provide a specified description for a different adjustment to the previous ADM issuance.
 4. An ADM shall be processed through the BSP Link if issued within nine months of the final travel date and/or the expiry date of the document if the final travel date cannot be identified.
 5. An ADM of Refund adjustment shall be processed through BSP Link if issued within nine months after the refunded document has been processed.
 6. Any debit action initiated beyond nine months, as mentioned above, the transaction shall be directly handled between Thai Airways International Public Company Limited and the Agent.
 7. Thai Airways International Public Company Limited reserved the right to levy any administration fee to cover any transaction costs that are related to the processing of debit memos.
- b. Types of ADMs Issued by Thai Airways International Public Company Limited, but are not limited to:
1. Any missing or under or incorrect collection of fares, taxes, surcharges, fees and/or other applicable charges (sundry and penalty) as stated as a part of ticket conditions, informed by Thai Airways International Public Company Limited to the Agent.
 2. Any incorrect RBD (Reservation Booking Designator Codes) which are in-corresponding with applicable fares and conditions, on Thai Airways International Public Company Limited and on other airlines shown on either PNR creation or ticket document.
 3. Any Code-shared flights do not allow and/or permit on any specific routings and fares, governed by Thai Airways International Public Company Limited.
 4. Any open or waitlist status for any sector where confirmed reservation is mandatory in relevant to fare rules/conditions application.
 5. Any over or incorrect commission claimed.
 6. Any over or incorrect or unauthorized refunded amount e.g. refunds on non-refundable fare conditions, wrongly refunded tax (es) / fee (s) and surcharge (es), etc.
 7. Any non-compliance with terms and conditions of Sales Agreements signed between Thai Airways International Public Company Limited and the Agent.
 8. Unreported Sales / Double Usage
 - 8.1 Tickets, which are sold but not reported and later found as flown on coupon status, are charged at the applicable published carrier fares to the Agent.
 - 8.2 Tickets, which are already flown, but later found as voided / refunded on coupon status are charged at the applicable issued fares / refund to the Agent.
 9. Credit Card Chargeback
 10. Erroneous occurred of either by the Agent or BSP Processing Center of BSP Report

11. Plating Violation – Thai Airways International Public Company Limited will raise an ADM for any misuse of Carrier Identification Plate (CIP) selection rule (IATA Resolution 852 Designation and Selection of Ticketing Airline).
- c. Minimum Value: The minimum value of an ADM issued by Thai Airways International Public Company Limited is USD5.00 or equivalent
- d. Disputed Process
 1. The Agent can dispute an ADM issued by Thai Airways International Public Company Limited through BSP Link for maximum period of 15 days following the default action taken in accordance with IATA Resolution 850m.
 2. Thai Airways International Public Company Limited shall process rejected and/or disputed ADMs in a timely manner. The dispute shall be reviewed within 60 days of the disputed receiving at TG site.
 3. Any rejected of the disputed transaction by Thai Airways International Public Company Limited, an explanation of it shall be sent to the Agent through BSP Link.

II. Agency Credit Memo (ACM) Policy

- a. Scope of the ACM Issuance
 1. ACM is a memo, governed by guidelines set under IATA Passenger Agency Resolution to reimburse or adjust an over-payment for transportation or related charges and fees to the Agent resulted from errors made by either agents or BSP/ARC Processing Centre. The policy can be used to credit the over-payment to the Agents through BSP Link Process.
 2. Any over-payment amount or value paid by any forms of payment, authorized by Thai Airways International Public Company Limited shall be made to the original payment types used for the ticket purchase.
 3. Thai Airways International Public Company Limited is furnished its ACM policy applied to all respective BSP Agents. The policy will be officially effective on 01NOV19 and onwards.
 4. ACM will be issued through BSP Link within 30 days counting from the requesting received and accepted declaration by Thai Airways International Public Company Limited. The requesting notification shall be submitted with all supporting documents and relevant details to Thai Airways International Public Company Limited respectively. Any absence of supporting documents shall cause a delay activity of processing ACM Request.
 5. Agent shall send the requesting letter within 60 days of respective billing cycle with local respective BSP policy. Thai Airways International Public Company Limited reserves the right no receive the request letter after 60 days of the BSP respective billing cycle.
 6. Minimum Value: The minimum value of an ACM issued by Thai Airways International Public Company Limited is not less than USD40 or equivalent to local currency.

- b. Types of ACMs Issued by Thai Airways International Public Company Limited only
1. Excess tax(es), fee(es), charge(s) are paid by agent to which its supporting document; relevant ticket, billing statement provide to Thai Airways International Public Company Limited for consideration.
 2. Technical errors by system during ticketing transaction as voided but has been reported as sales. The error of the voided ticket can be claimed by ACM. All relevant and proven document of the transaction shall be provided to Thai Airways International Public Company Limited.
 3. Over charges on penalty; cancellation penalty, date change penalty can be ACM application.
- c. Disputed Process for ACM Request and Minimum Adjustment Amount
1. Thai Airways International Public Company Limited shall not handle any amount of USD40 or less per ACM Request Transaction.
 2. Any Disapproved ACM Request shall be rejected through BSP Link with explanation and/or revised value for the Agent to re-submit of ACM Request.

III. Administrative fee associated to ADMs and ACMs

- a. Administrative Fee for the following countries shall be valid until 31OCT19

Point of Sales	Administrative fees in USD		Administrative fees in local currency		Remarks
	ADM	ACM	ADM	ACM	
Australia	-	-	AUD55 per ticket	AUD55 per ticket	Existing Fee shall be valid until <u>31OCT19</u> .
Switzerland	-	-	CHF20 per ADM	-	
Belgium	-	-	EUR25 per ADM	-	
Singapore	-	-	SGD20 per ADM	-	
Philippines	-	-	-	USD5 per ACM	

- b. New Administrative Fee applicable to all countries for both ADM and ACM will be charged at USD40 per ADM/ACM and/or equivalent to local currency effective from ADM/ACM issued on/after 01NOV19.

Point of Sales	Administrative fees in USD		Administrative fees in local currency		Remarks
	ADM	ACM	ADM	ACM	
All countries	USD 40 per ADM	USD 40 per ACM	-	-	Effective for ADM/ACM issued from 01NOV19

- c. No commission applies to the Administrative Fee as mention above.