

## Virgin Australia Agency Debit Memo (ADM) and Agency Credit Memo (ACM) Policy

Virgin Australia's ADM and ACM policy applies to our Industry Partners who book and ticket Virgin Australia flights through the GDS. This policy provides guidance and detailed information around the application of Agency Debit Memos (ADMs) and Agency Credit Memos (ACMs) for all Virgin Australia flights.

### When is an Agency Debit Memo issued?

Once a ticket is issued, Virgin Australia will identify any discrepancies made by the issuing party at time of ticketing. If a discrepancy is identified an ADM will be raised to recoup money owed to Virgin Australia. ADM fees are charged per ticket.

### ADM Policy

ADMs are issued for, but not limited to, non-compliance with the following processes:

Audit Category	Category Description
<b>Admin/Service Fee</b>	Applicable admin/service fee to be charged per ADM/Ticket region.
<b>Advance Purchase/TTL</b>	Tickets have been issued in accordance with the advance purchase requirements as per fare rules.
<b>Booking class</b>	Correct booking class as specified in the deal/fare rule has been ticketed as per the fare rules.
<b>CIP</b>	Airline Carrier Identification Plate used for issuing tickets.
<b>Combination error</b>	Ticketed fares are combinable.
<b>Commission</b>	Correct commission has been applied.
<b>EMD Commission</b>	EMDs issued by travel agents have 0% commission claimed on each EMD.
<b>Endorsement Error</b>	Correct waiver code to be endorsed by the agent, as applicable to the ticket.
<b>Fare Type Audited</b>	Published fares including Future Flight credits (U / I RBD) Private Exchanges Refunds
<b>Fare Under collection</b>	Correct amount of fare has been collected as per the booked RBD and associated private or published fare  The fare difference between the collected amount and the published/private fare for the RBD booked will be ADM'd. For dual RBD priced fares, a fixed value of \$250 ADM (plus any ADM fee) will be charged.

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<b>Flight Application</b>	Flight number, codeshare flights and other airline flight numbers used are permitted as per the fare rules.
<b>Form of Payment</b>	Ticket has been issued through valid credit card payment options as permitted by the airline and Booking and Service Fee has been collected where applicable.
<b>Future Flight credits (FFC)</b>	<p>The below aspects of processes related to FFC will be audited:</p> <ul style="list-style-type: none"> <li>Residual has been correctly calculated when using the Pseudo flight process and any mis-calculated values will be subject to an ADM.</li> <li>Fare collected for Future Flight credit fares (RBD "U" for Economy and "I" for Business class) is correct. As this is using dual RBD pricing, the shopped (inventory available) class is the priceable fare level. Identified under collections will attract an A\$250 ADM plus an ADM Fee.</li> <li>Future Flight credits can't be used to purchaser any non-Future Credit fare brands and will attract a A\$250 ADM plus ADM fee.</li> <li>The fare difference between the collected amount and the published/private fare for the RBD booked will be subject to an ADM. For dual RBD priced fares, a fixed ticketing error fee of AUD250 plus ADM fee will be charged.</li> </ul>
<b>GDS Booking Policy</b>	Booking practices are in accordance with the GDS Booking Policy.
<b>Incorrect/Missing Fare Basis</b>	Correct fare basis/account code/ticket designator as specified in the faresheet or as per fare charged by the agent has been endorsed on the ticket.
<b>Minimum/ Maximum stay</b>	Minimum and maximum stay rules are adhered to.
<b>Missing/Incorrect Booking date</b>	Booking date has been endorsed on the ticket.
<b>Missing/Incorrect Tour code</b>	Applicable and correct tour code has been endorsed on the ticket.
<b>Refunds</b>	<p>Recall over claimed refund. Made up of the following;</p> <p>Refund – Cancellation error;            Refund – Commission error;            Refund – Form of Payment error;            Refund – IATA error;            Refund – Tax error;            Refund – Validity of refunds;            Refund – YR change fee error;            Refund – Miscalculation of fare error.</p>
<b>Re-issues/ YR Fee</b>	Exchanges have been calculated correctly, applicable YR change fee is collected and under correct tax code.
<b>Routing error</b>	Fare rules permit the routing on the ticket.

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<b>Sales Restriction</b>	Ticket should be issued in a particular country only. Ticket should be issued until the permitted sales date/booking date as per the deal/published fare rule. Agent specific deal used by another agent for ticket issue purpose. Fare rule requirement to issue ticket on a particular stock only. International tickets must be cross referenced on the domestic standalone ticket as per the fare rule requirement for exemption of Goods and Services Tax (GST).
<b>Seasonality</b>	Correct fare is collected as per season of travel.
<b>Stopover</b>	Stopover and transfers are permitted and the relevant surcharges have been applied.
<b>Taxes</b>	Applicable taxes have been collected according to the journey ticketed.
<b>Travel Restriction</b>	Travel on the ticket is on permitted travel dates/period as per the private/published fare rules.

## ADM Fees

All ADMs issued by Virgin Australia are subject to an administration processing fee. Charges per country are listed below:

Country	ADM Fee
<b>AU</b>	AUD 50.00 per ticket AUD 22.00 for ticketing errors^
<b>NZ</b>	NZD 50.00 per ticket NZD 22.00 for ticketing errors^
<b>US</b>	USD 50.00 per ticket USD 22.00 for ticketing errors^
<b>CA</b>	CAD 50.00 per ticket CAD 22.00 for ticketing errors^
<b>AT/BE/DE/ES/FI/FR/GR/ IE/IT/NL</b>	EUR 40.00 per ticket EUR 20.00 for ticketing errors^
<b>CH</b>	CHF 50.00 per ticket CHF 22.00 for ticketing errors^
<b>GB</b>	GBP 35.00 per ticket GBP 15.00 for ticketing errors^
<b>SG</b>	SGD 50.00 per ticket SGD 22.00 for ticketing errors^
<b>FJ/PG/TO/WS CN/HK/ID/JP/KR/MY/TH AE/LB/SA/ZA DK/NO/RS/SE</b>	As per AU but local currency

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**^Ticketing errors** - Any taxes collected with an incorrect tax code or the use of an incorrect fare basis in the ticket F/B box or any incorrect use of a waiver code in the Endorsement box may result in the reduced Agent Debit Memo (ADM) being issued to the ticketing agent.

## How will an ADM be raised and how are disputes handled?

An ADM will be raised in BSPlink, ASD or ARC Memo Manager. The issuing agent will then receive the ADM via Billing and Settlement Plan (BSP), ASD or Airlines Reporting Corporation (ARC).

If the agent wishes to dispute the ADM, this must be done via BSPlink, ASD, ARC Memo Manager or by emailing the address listed on the ADM which is [disputes@accelya.com](mailto:disputes@accelya.com)

All relevant supporting documentation such as screenshots, emails etc. should be attached to the dispute to expedite the dispute analysis and assist in validating the claim.

**Post Billing Dispute:** if Virgin Australia has to reissue an ADM as a result of an agent using Post Billing Dispute as opposed to the normal dispute process, the ADM Fee will be charged for each time the ADM has been raised to be reissued (e.g. for reissue of an ADM in Australia the fee would be AUD 100.00).

## ACM Fees

All ACMs are subject to an administration processing fee. Charges per country are listed below:

Country	ACM Fee
AU	AUD 50.00 per ACM
NZ	NZD 50.00 per ACM
US	USD 50.00 per ACM
CA	CAD 50.00 per ACM
AT/BE/DE/ES/FI/FR/GR/ IE/IT/NL	EUR 40.00 per ACM
CH	CHF 50.00 per ACM
GB	GBP 35.00 per ACM
SG	SGD 50.00 per ACM

## When should an Agency Credit Memo (ACM) be raised?

Virgin Australia accepts ACM requests for commission claims only. Please ensure that the ACM Fee is deducted from the ACM when raising the ACM as otherwise the ACM will be rejected. In accordance with IATA guidelines, Virgin Australia requires any commission claims to be finalised within 12 months of ticket issuance. Any ACM requests raised outside of 12 months will be rejected.

For BSP markets, the ACM request is submitted via BSPlink or ASD. In the US, please email [VA.agentshelpdesk@virginaustralia.com](mailto:VA.agentshelpdesk@virginaustralia.com) for assistance submitting your request.

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Virgin Australia currently only accepts Refund Applications for any refund requests. A Refund Application must be submitted via BSPLink or ASD. ARC users are asked to submit their refund request via a Refund Request Form which is located on our Agency Hub <https://travel.virginaustralia.com/au/arc-agents-refund-form>.

## **Where do I go for more information?**

Please contact your Virgin Australia Account Manager.