

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
Admin/Service Fee	Applicable admin/service fee to be charged per ADM/Ticket region.
Advance Purchase/TTL	Tickets have been issued in accordance with the advance purchase requirements as per fare rules.
Booking class	Correct booking class as specified in the deal/fare rule has been ticketed as per the fare rules.
CIP	Airline Carrier Identification Plate used for issuing tickets.
Combination error	Ticketed fares are combinable.
Commission	Correct commission has been applied.
EMD Commission	EMDs issued by travel agents have 0% commission claimed on each EMD.
Endorsement Error	Correct waiver code to be endorsed by the agent, as applicable to the ticket.
Fare Type Audited	<ol style="list-style-type: none"> 1. Published 2. Private 3. Exchanges 4. Refunds

Fare Under collection	Correct amount of fare has been collected as per the class travelled.
Flight Application	Flight number, codeshare flights and other airline flight numbers used are permitted as per the fare rules.
Form Of Payment	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.
GDS Booking Policy	Booking practices are in accordance with the GDS Booking Policy.
Incorrect/Missing Fare Basis	Correct fare basis/account code/ticket designator as specified in the fare sheet or as per fare charged by the agent has been endorsed on the ticket.
Minimum/ Maximum stay	Minimum and maximum stay rules are adhered to.
Missing/Incorrect Booking date	Booking date has been endorsed on the ticket.
Missing/Incorrect Tour code	Applicable and correct tour code has been endorsed on the ticket.
Refunds	Recall over claimed refund. Made up of the following; 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.
Re-issues/ YR Fee	Exchanges have been calculated correctly, applicable YR change fee is collected and under correct tax code.
Routing error	Fare rules permit the routing on the ticket.
Sales Restriction	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).
Seasonality	Correct fare is collected as per season of travel.
Stopover	Stopover and transfers are permitted and the relevant surcharges have been applied.
Taxes	Applicable taxes have been paid according to the journey ticketed.

Travel Restriction	Travel on the ticket is on permitted travel dates/period as per the deal/published fare rules.
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ADM Fees

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

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

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

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.

Note: 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
FJ/PG/TOWS CN/HK/ID/JP/KR/MY/TH AE/LB/SA/ZA DK/NO/RS/SE	As per AU but local currency

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 contact your Virgin Australia Account Manager for assistance in submitting the ACM request.

For all other refund requests, a Refund Application should be applied for via BSPlink (please note a fee of AUD50 per document, or the equivalent amount in local currency, applies). Note: if the coupon status on the ticket is OPEN, you may refund in-house subject to fare rules.

Where do I go for more information?

[Please speak to your](#) Virgin Australia Account Manager.