

BELAVIA ADM POLICY

Belavia publishes its rules for Agency Debit Memo (ADM) issue for travel agencies in order to provide a clear understanding of the reasons for ADM issue and the policy for ADM dispute.

Number	List of reasons	Applicable penalties
1	2	3
1	Incorrect fare calculation	Compensation for loss caused plus a fee of 15 (fifteen) euros for each ticket/EMD
2	Incorrect fare rules/discount applying	Compensation for loss caused plus a fee of 15 (fifteen) euros for each ticket/EMD
3	Incorrect taxes charge	Compensation for loss caused plus a fee of 15 (fifteen) euros for each ticket/EMD
4	Incorrect issue/incorrect calculation of the amount of surcharge or penalty for refund/exchange of the ticket/EMD	Compensation for loss caused plus a fee of 15 (fifteen) euros for each ticket/EMD
5	Incorrect calculation of the refund amount/incorrect calculation of the penalty charged in case of voluntary termination of the air transportation	Compensation for loss caused plus a fee of 15 (fifteen) euros for each ticket/EMD
6	Incorrect issue of the ticket/EMD	Compensation for loss caused plus a fee of 15 (fifteen) euros for each ticket/EMD. In case of group booking - compensation for loss caused plus a fee of 30 (thirty) euros for each booking
7	Discrepancy between the booking class in the PNR and in the ticket	Compensation for loss caused plus a fee of 15 (fifteen) euros for each ticket/EMD
8	Issue of duplicate of the ticket/EMD	A fee of 15 (fifteen) euros for each ticket/EMD
9	Issue/reissue/refund of the ticket/EMD in a currency that does not correspond to the currency of sale	Compensation for loss caused plus a fee of 15 (fifteen) euros for each ticket/EMD
10	Issue of the ticket under an interline agreement with a discrepancy between the type of fare/booking class on the segment of another carrier and the fare at which the air transportation was paid	Compensation for loss caused plus a fee of 15 (fifteen) euros for each ticket
11	Credit card transactions without a confirmation code	Compensation for loss caused plus a fee of 15 (fifteen) euros for each case

12	Issued tickets/EMDs (including those issued in exchange) not provided by the agent to Belavia in time and not included in the report	Applied fare and taxes plus a fee of 15 euros for each ticket/EMD
13	Duplicated bookings or multiple bookings for one passenger (more than 3 times) within one point of sale, booking of alternative segments in the same PNR	A fee of 25 (twenty-five) euros for each duplicate/alternative booking (PNR) or for each duplicate/alternate segment in PNR
14	Fictitious or test bookings or using fake passenger names	A fee of 30 (thirty) euros for each duplicate/alternate booking (PNR) or for each duplicate/alternate segment in PNR
15	Fictitious ticket numbers in PNR	Compensation for loss caused plus a fee of 30 (thirty) euros for each case
16	Changing the last name and/or first name for another passenger in individual PNRs / reissue a ticket for another passenger, without the permission of the airline	A fee of 30 (thirty) euros for each case
17	Incorrect personal data or lack of personal data of the passenger, contact information, passport information of the passenger in the booking, or entering of fake personal data	A fee of 30 (thirty) euros for each case (PNR/ticket)
18	Issue of the tickets (including separate PNRs) with minimum connecting time (MCT) disruption	A fee of 50 (fifty) euros for each case
19	Booking and issue of the ticket via fictitious origin of destination in order to reduce the level of the applicable fare («cross border selling»)	Compensation for loss caused plus a fee of 50 (fifty) euros for each ticket
20	Cancellation of segments in PNR and/or cancellation/refund of the ticket made without the passenger (passenger's authorized person) request for cancellation of travel	Compensation for loss caused plus a fee of 50 (fifty) euros for each case
21	Late cancellation of seats in the reservation system in case when a passenger cancel/change travel (voluntary)	A fee of 50 (fifty) euros for each case
22	Issue of the ticket without seat confirmation in PNR or issue of the ticket with SA/RQ statuses except for cases permitted by Belavia	Compensation for loss caused plus a fee of 50 (fifty) euros for each PNR/ticket

23	Passenger documents in the ticket/PNR are invalid for international travel	Compensation for loss caused plus a fee of 50 (fifty) euros for each ticket
24	Discrepancy between the information in the itinerary receipt and the information in the ticket	A fee of 100 (one hundred) euros for each case
25	Loss of paper forms (ticket/MCO)	A fee of 100 (one hundred) euros for each ticket or a fee of 30 (thirty) euros for each MCO/EBT
26	Issue of the ticket with a usage of unauthorized by Belavia validator numbers	A fee of 100 (one hundred) euros for each case

Procedure for ADM issue for travel agencies:

1. Belavia sends ADM via Personal Account*:

1.1 no later than 9 (nine) months except for interline travels:

- from the last travel date according to the ticket,
- from the date of the ticket refund.

1.2 no later than 15 (fifteen) months for interline travels:

- from the last travel date according to the ticket,
- from the date of the ticket refund.

2. Belavia may include more than one transaction in the ADM if the reason for the claim is the same. All the necessary documents or a reference to them are provided additionally.

ADM dispute is made via Personal Account:

1. Agency should provide all the necessary documentation for ADM dispute within 30 (thirty) days after the date of the ADM issue.

2. If within the established period (thirty (30) days) agency does not change the status of the document to «Disputed (Appealed)» or «Accepted» the ADM will automatically be assigned the final status of «Accepted».

3. Payments for ADMs pending in Personal Account are not made.

4. All disputes should be provided by sufficient evidence attached to the ADM during the « Disputed (Appealed)» procedure, or sent to the contact address specified in the ADM.

5. Belavia makes a decision on accepting/rejecting the appeal within 60 (sixty) days after receiving the agency's appeal.

Agency Credit Memo (ACM) is used in the following cases and is sent through the Personal Account:

1. to correct the return/exchange fee;
2. for ADM settlement;
3. to correct an incorrect commission;
4. to return the deposit for the group (if necessary);

5. to make other corrections in favor of the agency through your Personal Account.

Agency should provide all the necessary documentation for ACM. ACMs sent without prior approval from the airline will not be considered.

For ACM issued to correct errors made during the sale/exchange/return, Belavia has the right to charge the agency an ADM in the prescribed amount.

* Personal account on the TCH website (TCH Connect) for TCH agencies and the SOFI Soft personal account for airline agencies under direct contracts