

# **STARLUX AIRLINES GLOBAL ADM GUIDELINE**

In accordance of IATA Resolution 850m (Issue and Processing of Agency Debit Memos) STARLUX AIRLINES (JX) takes the opportunity to specify Agency Debit Memo (ADM) Guideline applied to the travel agents that are authorized to issue JX tickets. JX will raise ADM in conformity with the IATA Passenger Sales Agency Agreement (PSAA – Resolution 824) between JX and each Travel Agent and applicable IATA resolutions, specifically the principles set forth in all transactions that are not made in compliance with required ticketing rules, resulting in revenue leakage and loss of revenue opportunity on JX.

## **EFFECTIVENESS**

This guideline is valid from 16 December 2019 until further notice.

JX hereby holds the right to update ADM policy with the most suitable solution and audit all ticketing transactions to identify non-compliant practice.

## **OBJECTIVE**

JX Ticket Audit process on all 189- ticket stock issuances, refunds, reissue and revalidation transactions coming from indirect or direct sales is to ensure that all fare rules and procedures are respected and in case of the contrary, to settle the discrepancy in an adequate and logical way, equal for all distribution channels.

## **MEASUREMENT**

JX delivers comprehensive audits on passenger sales data by quality control checks on all flight ticketing passenger name records (PNRs).

ADMs may be issued for any type of violation such as, but not limited to fares, fare rule, ticketing, surcharges, taxes, commissions, sales reporting and/or refund violations on a basis of per passenger, per segment and per PNR to recover the underpayments.

## **ISSUE**

- Reporting Errors

- Fare calculation on Issue/Reissue/Rerouting/Revalidation/Rebooking and Refund are not complied with IATA/JX ticketing rules.
- Unreported sales or incorrect surcharges, taxes, exchanges or refunds.
- Flown coupon does't associate with sales in BSP or other JX designated E-

Ticketing direct reporting.

- Commission is taken but it is Non-Commissionable.

- Fares and Ticketing Violations

- Under collection on fare value or net amount.
- Special/Discounted fares combination with other fares without JX authorization.
- Incorrect claim of commissions or discount offerings.
- Duplicate ticket usage, refund, exchange or void.
- Incorrect codeshare flights applications on certain market or negotiated fares.
- Non-adherence to fare rules on violation of sales and/or travel date validity, seasonality, blackout dates, flight applications, stopovers, transfers and surcharges etc.
- Against surcharges (upsell, weekend, fuel etc.) regulations or Taxes/Fees errors
- Involuntary schedule change error for ticket exchange transaction
- Manually input a fictitious or used ticket number that does not match with passenger name and/or existing itinerary in the PNR.
- Tickets plated on '189' must contain at least one JX operated or marketed flight.
- Mismatched Reservation Booking Designator (RBD), flight number/departure date and routing between flown and ticketed coupon.

- Insufficient information

- Missing/incorrect ticket designator, tour code and discount code.
- Missing/incorrect input of Waiver Code (WAC) due to irregular operations.
- Missing personal information (from identity document) entry in PNR when ticketing infant/child discounts as well as student or senior citizen fare.
- Original ticket details not reported in re-issued ticket

- Credit card chargebacks according to IATA Resolution 890

including but not limited to the following occurrences :

- Incorrect form of payment

- Invalid/No approval code on payment
- Expired card or Invalid credit card number
- Unauthorized transactions

## **Agency Credit Memos (ACM) ISSUANCE**

ACM(s) can be raised when it is applicable.

## **SETTLEMENT**

Travel agents will receive the billing transaction data of ADMs/ACMs based on BSP or other JX designated E-Ticketing direct reporting calendar(s).

ADMs shall only be processed through BSPlink/other JX designated E-Ticketing direct reporting system and issued within 9 months of the final travel date or refund. Otherwise payment settlement will be handled directly between JX and the agency.

## **DISPUTE**

Agents have a maximum of 15 days upon the receipt of ADM to examine and dispute an ADM via BSPlink/other JX designated E-Ticketing direct reporting system by providing reasonable, specific explanations with supporting documents. STARLUX AIRLINES will endeavor to handle a rejected or disputed ADM with clarification and communicate a decision within maximum 60 days upon receiving the dispute.

## **CONTACT**

Should you have any questions relating to STARLUX AIRLINES ADM guideline or need to request for additional information, please reach out to **JX local Sales offices**.