

ADM POLICY

WINAIR (WM/295)

In accordance with the IATA Resolution 850m (Passenger Agency Conference Resolution Manual) WINAIR takes the opportunity to specify the WINAIR Revenue Recovery policy concerning the Reservation- and Fare Audit process and the related procedures of sending and settling ADM's (Agency Debit Memo). All resolutions agreed by the Passengers Agency Conference will be applied.

1.0 ADM Principle

The objective of the audit process is to ensure that all fare rules and procedures are properly followed. When discrepancies are identified, the resulting differences are settled in a fair, consistent, and logical manner across all distribution channels. Fare audits are conducted on all '295' document issuances, including refunds, reissues, and revalidation transactions—whether fares are quoted automatically or manually. Additionally, any violations of reservation procedures apply to all WM flight segments.

2.0 ADM Calculation & Minimum ADM Value

In cases where deviations from the fare rules are identified during the audit process, WINAIR will systematically issue ADMs reflecting the difference between the correct applicable fare and the fare applied, plus the corresponding ADM fee. This excludes situations where fixed amounts apply.

The minimum ADM value is USD 5.00 or the equivalent amount in local currency. In cases of persistent under-collection—meaning multiple instances of underpayments of less than USD 5.00 or equivalent by the same agent—WINAIR reserves the right to recover these amounts. More than one ADM may be issued for the same original ticket if different and unrelated charges apply.

Grouping multiple tickets on a single ADM may be permitted, provided that the audit reasons are identical for all grouped tickets and that all tickets were issued by the same agent. However, grouping for refund-related errors is not technically possible.

3.0 ADM Administrative Fee

To cover the costs associated with the audit process, a fixed ADM administrative fee of USD 25—or the equivalent amount in local currencies applied to each ticket included on the ADM.

If a disputed ADM results in WINAIR's withdrawal from BSPLink for reasons other than commercial matters, the administrative fee will be refunded to the travel agent, provided it has already been collected.

4.0 ADM Settlement

- Agency Debit Memos will be settled via BSPLink if issued within nine months after the final travel date. After this period, payment settlement will be handled directly between the airline and the agency. ADMs are issued through mass upload once per month.
- ARC Debit Memos will be uploaded to the ARC Memo Manager.
- For non-BSP countries, ADM proposals will be issued by invoice once per month.

5.0 ADM Dispute Handling

Agents may dispute proposed ADMs directly through BSP Link without any financial consequences, provided the dispute is supported by a valid reason and/or the necessary supporting documentation. WINAIR will make every effort to review, and process rejected or disputed ADMs in a timely manner, within a maximum of 60 days. If WINAIR denies an agent's dispute, an explanation will be provided to clarify the basis for the rejection.

6.0 ACM Issuance

In case of unjustified ADMs been issued by the airline or when an ADM requires corrections in Favor of the agent, an ACM can be issued to that agent covering the amount due.

7.0 ADM Reasons

Items subject to audit include, but are not limited to:

7.1 No airline approval for Unaccompanied Minor

All unaccompanied minors must be pre-approved by airline Reservation office before booking, as per fare rules. Any non-approved (lack of approval) UMNR seat is subject to ADM for USD 100 per ticket coupon.

7.2 Overclaimed Commission

Commission tables in the GDS are maintained to reflect the approved WM commission levels. Any deviation from the commission level published in the GDS will result in an ADM for the difference, plus the applicable administrative fee.

7.3 Fare & Exchange Audit

All fares, fare rules and booking rules are subject to audit. Included, but not limited to this audit control is the correct application of:

- Fares & Fares conditions
- Taxes & fuel surcharges
- Booking Class
- Commissions & Discounts (if applicable)
- Stopovers & Transfers
- Rebooking fees, recalculation of Re-issue / Rerouting

7.4 Refund Audit

Correct application of all refund rules must be adhered. Included, but not limited to this audit control is the correct calculation of:

- The refunded amount, taxes & fuel charge
- The refunded commission amount (if applicable)
- The cancellation penalty (e.g., in case of no show)
- The refund admin fee (collected as CP tax code)

WINAIR reserve the right to charge administration fees on incomplete refund applications where such applications are for original tickets. Reissued tickets excluded.

7.5 Plating Violations

In the event of a plating violation, as defined in **IATA Resolution 852: Designation and Selection of Ticketing Airline**, WINAIR will assess a flat fee of **USD 150**, or the equivalent amount in local currency, per ticket. Specific market exceptions may be granted only under certain conditions and must be expressly authorized by WINAIR.

In cases where a plating violation occurs and **OAL fare rules require plating on OAL documents**, as specified in **Category 15 (CAT 15)**, the **full YY-IATA fare** will be applied.

7.6 Baggage Allowances

In cases where the baggage allowance shown on the ticket is incorrect or missing, the following principle will be applied for ADM settlement:

Reason	Per direction
Higher baggage allowance is applied	Extra baggage charges apply
Baggage allowance is missing	USD 50

7.7 Missing information (incorrect ticketing fee)

In cases where key ticketing identifiers—whether typological or contractual—are missing from the ticket, an **Incorrect Ticketing Fee of USD 15 (or equivalent)** will apply.

The required key identifiers include:

- Tour code
- Ticket designator
- Date of birth
- Ticket number on MCO/VMPD

Please also be reminded that the **Ticket Endorsement Box must not be used** to transmit any messages other than those mandated by fare rules or required by country-specific regulations.

7.8 Segment Removal Verification (SRV) of inactive segments

GDS Agents who refrain from removing all inactive segments from their PNRs are subject to receive an ADM to cover the airline's GDS cost. -

7.9 No Show Verifications

It is the responsibility of travel agencies to properly manage their booked PNRs by cancelling all unticketed segments or any segments for passengers who will not be traveling, in accordance with IATA Resolution 830a and the IATA Travel Agent's Handbook.

If WINAIR identifies an **unticketed No-Show** within its inventory, an **ADM of USD 50 per passenger/PNR (or equivalent)** will be issued. These ADMs will be sent to the **segment creator**, which may differ from the PNR owner.

Ticketed segments resulting in No-Show:

When a No-Show occurs on ticketed segments, additional penalties may apply for refunds, exchanges, or reissues in accordance with the fare rules. In such cases, the ADM amount will equal:

- The under-collection and/or applicable No-Show penalty as per the fare rules **plus**
- The applicable ADM fee of **USD 20 (or equivalent)**.

7.10 Credit Card chargeback

If WINAIR is debited by the credit card acquirer due to fraud, a passenger's purchase rejection, or credit card misuse on a ticket issued by the agent, **the agent will be charged for the associated cost**. These ADMs are **non-disputable**.

The agent is responsible for:

- Verifying the validity of the credit card
- Ensuring the cardholder's signature is obtained
- Confirming that the card type is accepted by WINAIR for payment

WINAIR also reserves the right to issue an ADM in cases of **abusive or improper credit card use** by the agent in relation to air transportation sales, in accordance with *IATA Resolution 890*.

7.11 Penalty Fee collection

In line with published fare rules, if any **Change Fee, Reroute Fee, or Refund Administrative Fee** is not collected and coded as **CP** in the tax field, an ADM will be issued for the **full amount of the penalty fee**.

7.12 No-ADC Schedule Change endorsement

In accordance with published fare rules, if a reissue due to an airline-initiated schedule change is processed **without the correct endorsement**, an ADM will be issued for the corresponding **ADC reissue amount and any applicable penalty fees**.

Contact Information

For further inquiries in relation to ADMs/ACMs, please email accounting@fly-winair.com at WINAIR Head Office.

WINAIR reserves the right to amend, adapt and/or partially delete the ADM policy at any time with prior notice.

All agents are requested to report any irregularities in their booking process or tickets to their local WINAIR sales team in order to avoid the issuance of ADMs.

GLOSSARY

ADM	Agency Debit Memo
ACM	Agency Credit Memo
BSP	Billing and Settlement Plan
OAL	Other Airline
GDS	Global Distribution System
GSA	General Sales Agent
MCO	Miscellaneous Charges Order
PNR	Passenger Name Record
RBD	Reservations/Booking Designator
TDC	Ticket Deadline Control