

CityJet Agency Debit Memo Policy

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1. Background

In accordance with IATA Resolution 850m, CityJet (WX/689) would like to publish its Agency Debit Memo (ADM) policy to all travel agents. The purpose of this document is to provide clarity for all circumstances under which ADMs will be raised.

2. Scope

CityJet will issue ADMs to collect amounts or make adjustments to agent transactions related to the violation of CityJet fare products, PNR- and/or booking related transactions or the issuance and use of CityJet traffic documents, issued by, or at the request of the agent, regardless of which airlines are included in the itinerary of the CityJet traffic document.

3. General Information

- CityJet does not issue an ADM if the total amount is less than 5,00 EUR / 5,00 GBP or equivalent amount in local currency.
Exceptions for this rule are made in certain cases, e.g. for tax corrections or unauthorized provisions. In case of persistent errors, this minimum value shall not be applicable.
- CityJet collects an administration fee of 25,00 EUR / 25,00 GBP per ADM/ACM. This fee is to cover the cost of the audit process and will be issued as part of the memo.
- Refunds may be processed by the agent within 1 year after date of original issue.

4. Reasons for ADM Issuance

Types of ADMs issued by CityJet include, but are not limited to:

- Fare Violations
 - o Incorrect fare application and combinability (e.g. routing or sales restrictions)
 - o Incorrect fare value (under collection)
 - o Minimum / maximum stay, advanced purchase rules
 - o Seasonality, flight applications
 - o Codeshare flights not allowed
 - o Stopovers, transfers and surcharges
 - o Incorrect RBD (booking class), on WX and on other Airlines
 - o Incorrect Fare Basis
 - o Open or waitlisted sectors (where reservation is required)
- Commission violations
 - o Incorrect application
 - o Over-collection of commission (standard & supplementary)
- Service Fees, Surcharges and Taxes
 - o Incorrect collection of taxes and surcharges
 - o Missing taxes/surcharges
 - o Wrongly altered taxes/surcharges
- Refund violations
 - o Incorrect calculation of refund amount, taxes and surcharges
 - o Incorrect application of cancellation penalty (e.g. in case of no-show)
 - o Incorrect calculation of refunds commission amount
 - o Incorrect form of payment on refunds (versus sale)
- Exchange violations
 - o Missing rebooking fee (calculated per transaction)
 - o Missing fee in case of name change/correction
- Other violations such as but not limited to:
 - o Invalid / no ticketing agreement and incorrect ticketing according to IATA resolution 852
 - o Use of fake / manual ticket numbers
 - o Invalid or incomplete ticket designator data
 - o Non compliance with group agreements
 - o Charge backs and unreported tickets
 - o Transactions that were not reported by the agent on time through BSP / ARC

5. Waiver

Disputes can only be accepted if the waiver has been given in written form, if the refund, reissue or revalidation has been made as sign of goodwill by CityJet.
Verbal authorisations will not be accepted.

6. Disputes

- must be submitted through BSP link (or equivalent tool for ARC) as long as the ADM has not been billed.
- shall be sent by e-mail if ADM has already been settled
- can only be accepted within 6 month after memo issuance date
- CityJet will handle rejected or disputed ADMs in a timely manner in compliance with applicable IATA resolutions and regulations.

If CityJet rejects the dispute an explanation of the reason will be communicated to the agent.

7. Contacts

- 1. Stage - ADCM Contact Maureva: cityjet@maureva.com
- 2. Stage - Commercial Issues: revenue.accounting@cityjet.com