

## **ADM Policy**

NORWEGIAN AIR SHUTTLE ASA (DY), NORWEGIAN AIR INTERNATIONAL (D8), NORWEGIAN AIR UK LTD (DI) and NORWEGIAN AIR ARGENTINA (DN) from now referred to as "Norwegian".

### **POLICY FOR AGENCY DEBIT MEMOS (ADMs) FOR BSP AND ARC\* AGENTS**

Norwegian reserves the right to change the information in this document at any time without prior notice. Norwegian complies with the following principals set forth by IATA:

### **RESOLUTION 850m - ISSUE AND PROCESSING OF AGENCY DEBIT MEMOS (ADMs)**

#### **1. INTRODUCTION**

**1.1** The ADM serves to notify an Agent that unless there is some justification to the contrary, the Agent owes the issuing BSP Airline the amount shown on the ADM for the reasons indicated.

**1.2** ADMs are a legitimate accounting tool for use by all BSP Airlines to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Traffic Documents issued by or at the request of the Agent. Alternative uses of ADMs may exist provided that consultation has taken place either individually with the agent or a local representation of Agents, or through the applicable local joint consultative forum.

#### **2. AIRLINE POLICY**

**2.1** Airlines are required to publish, and maintain their ADM policies to Agents through BSPlink, which will send a system alert of any changes to ADM policies to Agents in advance of implementation.

**2.2** Where possible the model shown in the Attachment to this Resolution should be applied.

#### **3. BSP PROCESSING OF ADMS**

**3.1** ADMs shall only be processed through the BSP if issued within nine months of the final travel date. ADMs referring to refunds made by the Agent shall be processed through the BSP if issued within nine months after such refund has been made by the Agent. Any debit action initiated beyond this period shall be handled directly between the BSP Airline and Agent.

**3.2** ADMs/ACMs may be processed through the BSP, for a maximum period of 30 days following default action taken against an Agent in accordance with Resolution 812 Section 6.9 and 818g, Attachment 'A', Section 1.10.

#### **4. ISSUANCE PRINCIPLES**

**4.1** Airlines should consider establishing policies for a minimum value for the issuance of a single ADM. Where such minimum is established it may be published to Agents.

**4.2** In principle ADMs should not be raised for the collection of administration fees.

**4.3** If there is an administrative cost associated with the raising of an ADM it should be incorporated in the same ADM document raised for the adjustment. The inclusion of the administration fee must be communicated to the agent.

**4.4** Airlines shall provide Agents with the phone or fax number and email address of a person or department that has knowledge of the concerned ADM.

**4.4.1** Whenever applicable, a BSP Airline will provide the Related Document Number (RTDN) to which the ADM relates in order for BSPLink to display the values of Fare Calculation Mode Indicator (FCMI) or Data Input Status Indicator (DISI) for Refund transactions.

**4.5** An Agent shall have a maximum of 15 days in which to review and dispute an ADM prior to its submission to BSP for processing.

**4.6** All disputes are to be settled by the Airline within 60 days of receipt.

**4.7** If it is established that an ADM is not valid it must be cancelled.

**4.8** Where erroneously issued ADMs are withdrawn by BSP Airlines or refunded to the Agent, any administration fee that may have been levied will be withdrawn or refunded to the Agent. In the event the ADM is withdrawn, or the amount is reduced due to any reason other than it was issued by mistake, the application of an administration fee shall be agreed between the Agent and the BSP Airline concerned.

**4.9** Following consultation and if both parties agree a disputed ADM may be referred to the Travel Agency Commissioner to be resolved pursuant to Resolution 820e Section 3.3.

**4.10** An ADM that has been included in the BSP billing will be processed for payment. Any subsequent dispute of such ADM must be dealt according to the applicable Passenger Sales Agency Rules.

## **MODEL ADM INDUSTRY PROCEDURES**

### **1. DESCRIPTION**

**1.1** ADMs are a legitimate accounting tool for use by all BSP Airlines and should only be used to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Traffic Documents issued by or at the request of the Agent.

**1.2** Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or through the applicable local joint consultative forum.

**1.3** ADMs are to be specific in their detail as to why a charge is being made.

**1.4** Any ADM relates to a specific transaction only, and may not be used to group unrelated transactions together, however, more than one charge can be included on one ADM if the reason for the charge is the same, and a detailed supporting list is provided with the ADM.

**1.5** In the event an airline decides to apply a charge for under-collection or incorrect ticketing on a sale or for the adjustment of a refund issued incorrectly or incorrectly calculated, such charges must be clearly explained in the carriers published ADM policy or must be agreed with Agents bilaterally in writing.

**1.6** No more than one ADM should be raised in relation to the same original ticket issuance. When more than one ADM is raised in relation to the same ticket it shall be specified for a different adjustment to previous issues.

**1.7** All rejected or disputed ADMs must be handled by BSP Airlines in a timely manner.

**1.8** Except where otherwise agreed in a market ADMs should not be used to collect third party costs not directly associated with the initial ticket issuance of a passenger journey.

**1.9** When ADMs are raised for administration fees the level of such fees should be commensurate with the cost of the work incurred.

## **TRAVEL AGENT RESPONSIBILITY**

### **Staff**

2.1.3 The applicant must have in its employment competent and qualified staff able to sell international air transportation and correctly issue electronic travel documents and report these to the BSP/ARC.

## **FURTHER SPECIFICATION OF NORWEGIAN'S POLICY FOR ISSUE AND PROCESSING OF ADMs**

Norwegian will monitor all reservations and tickets to ensure that they are in compliance with our published/private fare and ticketing rules. In case of non-compliance, Norwegian will issue ADM provided there is not explicitly inserted waiver by Norwegian in the PNR.

In case a refund is made on a non-refundable ticket or coupon, or if the amount refunded does not correspond with the amount eligible for refund, Norwegian will issue an ADM.

Examples of circumstances where Norwegian may issue ADMs:

### **BOOKING AND PNR VIOLATIONS**

- Failing to notify passenger when there has been a change in the itinerary, e.g schedule changes and/or cancellations were DY/D8/DI/DN has updated the segment statuses in the PNR and the PNR has been placed on the travel agent's queue.
- Booked, but not ticketed or cancelled at least one hour prior to scheduled departure, an ADM will be issued for the following amounts:
  - Restricted booking classes:
    - For the published fare of the booked class.
  - For Flex booking classes, the following fixed amounts:
    - Domestic within any country / within the Nordic countries: EUR 75 or equivalent in local currency
    - Within Europe: EUR 160 or equivalent in local currency
    - Long-haul: EUR 215 or equivalent in local currency

- **Abusive reservation behavior:**

- Requesting availability on different origin/destination than actual travel route
- Duplicate PNRs
- Churning. Booking and cancellation four times or more of same flights in same PNR
- Reservations with fictitious names
- Test bookings
- Failing to remove inactive segments like HX/UN/NO/UC/US at least 48 hours before departure

An ADM of EUR 10 (or equivalent in local currency) per segment per passenger will be issued for abusive reservation behaviors listed above.

Other abusive reservation behaviors - fee amount will be considered in each case

### **TICKET VIOLATIONS**

- Failing to collect fares in accordance with relevant fares, rules, booking class and passenger type code
- Missing collection or under-collection of change fees and/or service fees where applicable
- Failing to collect change penalties according to fare notes
- Failing to relate change penalty EMD to the correct ticket number
- Failing to observe and comply with ticketing time limit, including ticketing time limit added in SSR lines (vendor remarks in Galileo) in the PNR. The ticketing time limit added in SSR line (vendor remarks in Galileo), will always overrule any other ticketing rule.
- Failing to reissue tickets according to fare rules, including ticketing time limit added in SSR lines (vendor remarks in Galileo) in the PNR. The ticketing time limit added as an SSR line (vendor remarks in Galileo), will always overrule any other ticketing rule.
- Incorrect usage of VAT or tax codes when issuing a ticket
- Incorrect calculation of VAT or tax when issuing a ticket
- Invalid or rejected form of payment
- Incorrect baggage allowance
- Credit Card sales and chargeback/fraud
  - It is the agent's responsibility to collect cardholder's signature and to check credit card validity for all face-to-face transactions. When offering DY/D8/DI/DN tickets on any other sales channel than face-to-face, the agent has the sole responsibility and liability for the payment. DY/D8/DI/DN will charge the agent in cases a chargeback is received and the above routines are not followed. (See also IATA Resolution 890).
- Incorrectly collected commission
- Violation of ticketing rules
- Abuse of private fares and/or corporate agreement codes, hereunder IT fares and passenger/FQTV profile
- Pricing override without an authorization

### **REFUND VIOLATIONS**

- In case a refund is performed on a non-refundable ticket or coupon, or if the amount refunded doesn't correspond with the amount eligible for refund
- Incorrect usage of VAT or tax codes when refunding a ticket
- Incorrect calculation of VAT or tax when refunding a ticket

## GROUP ADM RULES

The agent is obligated to read, understand and follow all group conditions as specified in fare notes, in contract, and/or here:

<https://agent.norwegian.com/uk/travel-info-and-how-to-book/groups/group/>

Failing to do so, will result in an ADM. ADM administration fee for groups: 20 % of violation amount (minimum EUR 50 or equivalent in local currency.)

## ADM FEES AMOUNTS

Generally, the amount of the ADM will be the difference to the applicable published/private fare in accordance with the reservation and ticketing rules. Norwegian will include an administration fee in each ADM to cover the cost related to issuing the ADM. See list below.

### Fees overview:

Market	Currency	Amount
NORWAY	NOK	250
UNITED STATES OF AMERICA	USD	30
SWEDEN	SEK	250
DENMARK	DKK	250
GREAT BRITAIN	GBP	21
FINLAND	EUR	25
ESPANA	EUR	25
GERMANY	EUR	25
NETHERLANDS	EUR	25
ITALY	EUR	25
FRANCE	EUR	25
ESTONIA	EUR	25
LITHUANIA	EUR	25
LATVIA	EUR	25
IRELAND	EUR	25
BRASIL	BRL	110
CHILE	CLP	20000
ICELAND	ISK	3400
CANADA	CAD	36
SINGAPORE	SGD	37
ARGENTINA	ARS	700

ADM administration fee for groups: 20 % of violation amount (minimum EUR 50 or equivalent in local currency.)

\* For ARC agents, Debit and Credit memos will be uploaded to MyArc Memo Manager, and disputes and payment should be performed through MyArc.

Please contact Norwegian Agent Support at [agentsupport@norwegian.com](mailto:agentsupport@norwegian.com) if you have any questions.

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