

## PROCEDURE OF ISSUANCE AND PROCESS OF AGENCY DEBIT MEMOS (ADMS) APPLIED BY LOT POLISH AIRLINES

### I. GENERAL RULES:

1. Agency duties are covered by IATA Resolution:
  - a. Number 824, which orders agent to issue all traffic documents in accordance with carrier's tariffs, their conditions, the General Conditions of Carriage and other instructions sent customary in writing to the agents;
  - b. Number 830a, which determines the consequences of violation of the principles of ticketing and reservation procedures;
  - c. Number 852, which defines Carrier Identification Plate selection, as the owner of issued document and clearly shows the travel agent as responsible person for the issued transportation documents.
2. ADMs are a legitimate tool for use by LOT POLISH AIRLINES to collect amounts or make adjustments to agent transactions in respect to the incorrectly issuance and use Traffic Documents issued by or at the request of the Agent.
3. ADM will be issued in the following cases:
  - Sale inconsistent with the terms of the tariff – subject to control all elements of tariff principles;
  - Incorrect/incomplete discount code within tariff code (i.e. IN90, CH25 etc.);
  - Incorrect level of fare in relation to the booking class (reservation biling designator);
  - Improperly collected taxes/fees/charges;
  - Incorrect baggage allowance;
  - Breach of the conditions of sale (including abnormal levels of commission);
  - Incorrect use of Carrier Identification Plate (CIP) (e.g. in absence of interline agreement with other carrier or lack of LOT authorization for ticketing);
  - Non-compliance with the terms of instruction for group booking;
  - Non-compliance/violation of the principles of "Best Booking Practises".
4. The minimum value for the issuance of a single ADM is 5 EUR for one specific transaction except tax billings, 2 EUR for tax billing/charges.
5. 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 to one ADM if the reason for the charge is the same and a detailed supporting list is provided with the ADM.
6. No more than one ADM is 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 of ADMs.
7. In the event of an ADM or invoice, an additional service fee of 15USD / 15CAD will be imposed on top of the violation fine.
8. If there is an administrative cost associated with the raising of an ADM it shall be included to the same ADM.
9. ADM should not be used to collect third party costs not directly associated with the initial ticket issuance of a passenger journey.

10. ADM is to be specific in their detail as to why a charge is being made. Additionally Airline provides Agent with the contact details (adm@lot.pl) that has knowledge of the concerned ADM.

## **II. TIME LIMITS AND FINAL PROCEDURE:**

1. An Agent shall have maximum 15 days in which to review an ADM prior to its submission to BSP for processing.
2. When an ADM is disputed prior to it being submitted to the BSP processing, it will be recorded as disputed, and will not be included in the Billing.
3. All disputes are to be settled by the Airline within 60 days on receipt of first information concerning disputable ADM from the Agent.
4. In the event an Agent disputes an ADM and the Airline subsequently determines that the purpose of that ADM was correct or needs adjustment, LOT Polish Airlines will submit to the Agent and the BSP the correct or adjusted ADM in the form of a new ADM. Only the new ADM shall be processed.
5. Agent should not dispute an ADM when the reason of issuance of ADM is valid, and evidence to the contrary is not available.
6. When an ADM is disputed the response should be specific in detail, and the relevant supporting information provided to the BSP Airline.
7. If it is established that ADM is not valid it must be cancelled by the Airline.
8. Where ADM is withdrawn by the Airline, any administration fee that may have been levied will be withdrawn or refunded to the Agent.
9. Repeated abuse of the ADM dispute procedure can cause the Agency Administrator to implement summary disciplinary measures and have an Agent reviewed by the Travel Agency Commissioner under Resolution 818, at Attachment „A” para 1.7.11.

## **III. PROCESSING OF ADMS**

1. ADM shall only be processed through BSP if ADM is issued within nine months of the final travel date.
2. Any debit action initiated beyond this period shall be handled directly between the Airline and Agent. (point IV below).

## **IV. PROCEDURE OUTSIDE BSP PROCESS**

1. Any debit action initiated by the Airline after nine months of the final travel date is carried into effect as follows:
  - a) Debit Note addressed to an Agent is issued by the Airline;
  - b) All disputes are to be settled by the Airline within 60 days of issuance of the initial issuance of information concerning disputable Debit Note by the Agent;
  - c) Any reason justifying an issuance or dispute of a Debit Note enumerated in IATA Resolution 850m is valid;
  - d) Airline reserves the right to vindicate the amounts due.