



## ADM POLICY AND PROCEDURES

Effective Date: **01/JUL/2021**

Dear Travel Agent,

In accordance with IATA resolution 850m (Passenger Agency Conference Resolutions Manual), given below is the ADM Policy which shall be applied by Emirates Airlines (EK) with effect from 01/JUL/2021.

### 1. INTRODUCTION:

- 1.1 ADMs are a legitimate accounting tool for use by all BSP airlines and will only be used by Emirates 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.

### 2. PROCESSING OF ADMs:

- 2.1 ADMs shall only be processed if issued within nine months of the final travel date of the revenue document. In the event that the final travel date cannot be established the ADM shall be processed within nine months of expiry date of the document.
- 2.2 For any debit action required beyond this period, Emirates will correspond with the Agent to conclude the matter. Once resolved and with the agreement of both parties, the debit may be collected by ADM or manual settlement.
- 2.3 ADMs will be issued, for any excess claim of Refunds, only within nine months of the refund reporting date on which the document was reported.

### 3. ISSUANCE PRINCIPLES:

- 3.1 The minimum value for the issuance of ADMs will be USD 1.00 or equivalent, per agent, per reporting period, irrespective of the reason for debit.
- 3.2 ADMs will be specific in their detail as to why a charge is being made.
- 3.3 Any ADM relates to a specific transaction only and will not be used to group unrelated transactions together. However, more than one charge can be included on an ADM if the reason for the charge is the same and a detailed supporting list is provided with the ADM.
- 3.4 No more than one ADM will normally 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.
- 3.5 Except where otherwise agreed in the local market, such as GDS wastage costs, ADMs will not be used to collect third party costs not directly associated with the initial ticket issuance of passenger journey.
- 3.6 From 1 July 2021, Emirates will raise an ADM in the event of any non-compliance by an Agent with Emirates' new 'Distribution Surcharge Operational Guideline' as set out in the 'Emirates Partners Portal'.

**Guideline:** <https://www.emirates.partners/> >> [Log In](#) >> Policies >> More >> **Distribution Surcharge Operational Guide >> Click for more details (Download PDF)**

### 4. DISPUTES AND DISPUTE RESOLUTION

- 4.1 Agents shall dispute the ADMs within a maximum period of 14 days.
- 4.2 Disputes raised by the agents shall be reviewed by EK within 60 days and if the disputes are accepted by EK all charges associated with such ADMs shall be cancelled.
- 4.3 Any dispute on a settled ADM and if accepted by EK will be reversed by issuance of an agency credit memo (ACM) and no dispute or ACM request shall be entertained by EK whose ADM billed date exceeds 180 days.