

Iberia ADM Policy

ADM issuance to travel agencies, ADM disputes Worldwide Sales Guidelines

The policy of Iberia on the subject of intervention in tickets and their sale conforms to the regulations set out in Res. 850m of IATA and holds two basic principles:

1. To guarantee that Iberia's fare structure is adequately applied, allowing efficient management of their seat inventory and,
2. To guarantee that all travel agencies have equal opportunities to market Iberia's products.

This policy can be subject to modifications through an official notice by Iberia Airlines with 30 days of anticipation.

Scope

This policy is applicable to Iberia staff and agents selling IB inventory.

Distribution

Iberia website: www.iberiagencias.com
Travel Agents Worldwide

Legal Position Reason for issuing

ADMs will be used by Iberia to collect amounts or make adjustments to agent transactions related to the issuance and use of Traffic Documents. Alternative uses of ADMs may also exist: an ADM could also be issued for debits that are not directly related to Traffic Documents, e.g. deposits or penalties for group sales, Global Distribution System (GDS) or booking misuse, incentive payments wash-ups, etc.

Iberia will raise ADM on a BSP/ ARC participating agents on incorrect ticketing/reporting and other prohibited practices for bookings which are not made in compliance with Iberia booking and ticketing practices, resulting in revenue leakage and loss of revenue opportunity.

IATA / ARC Ticketing agents who issue tickets on behalf of a non IATA / non ARC where the booking has been made by the non IATA / non ARC agent, such ADMs will be handled as per IATA resolution 850M.

Iberia reminds you that all its ADMs bear identification of their department of origin as well as their address and contact details in the top left corner of the format in use.

ADM Matrix

Following **matrix** defines different violations or non-compliance practices which will result in the issuance of ADM i.e. a debit will be raised to the booking/ticketing agent.
These violations include **but are not limited** to the following:

Reason	Scope	Outcome	Penalty
Errors caused by notsettled tickets	Not settled tickets, or settled tickets as void that are used by the customers.	Debit will be raised to Booking/Ticketing agent	Entire value of the ticket (violated sector) + Administration fee of 20
Credit sales violation	No compliance of IB credit sales regulations provided by credit card or clients.	Debit will be raised to Booking/Ticketing agent	Entire value of the ticket (violated sector)
	Issuance with Credit card transactions with no approval code included in the ticket.	Debit will be raised to Ticketing agent	20 per ticket issue + Administration fee of 20
	Issuance with agency's payment card or using any form of payment no authorized by Iberia.	Debit will be raised to Booking/Ticketing agent	5% of the unauthorized form of payment amount + Administration fee of 20
Reservation Booking Designator (RBD) violation	Validation on booked vs. ticketed data where there is a mismatch between ticketed and booked RBD	Debit will be raised to Booking/Ticketing agent	Fare difference between ticketed vs. booked RBD + Administration fee of 20
Fare /sales violation	Validation for the compliance of fare and sales conditions on all purchased tickets. e.g; <ul style="list-style-type: none"> ■ advance purchase, ■ add-on fares ■ blackout period ■ 	Debit will be raised to Booking/Ticketing agent	<u>Fare violation:</u> When charged at a lower rate, the penalty will be the difference between the fare charged and the corresponding one. + Administration fee of

	<ul style="list-style-type: none"> booking class under collection of fare booking flight condition Other Airlines (OAL) carrier condition routing, sale date validity, travel date validity/ seasonality violation, stop over surcharge, upsell charge for class upgrade, over-claim of commission, combination condition, min/max stay conditions, under collection of taxes and fees, weekend surcharge, child/infant discounts and all other special discounts, date of birth check, expiry of fare, plating violation: abuse of CIP/plating conditions on IB/OAL plate where the fare rule/fare note does not allow to do so, regardless if the ticket is auto or manually priced. Route and flight number 		20 <u>Tax violation:</u> Difference between tax charged and the applicable one + Administration fee of 20 <u>Commission violation:</u> Difference between commission charged and the applicable one + Administration fee of 20
	<ul style="list-style-type: none"> Groups tickets: when the TOURCODE has not been included 		Europe: 30 Rest of world: 30USD\$
Refund violation	<u>Irregular refunds:</u> when fare conditions do not permit a refund, excess refund amounts, refunds outside the rules and without the mandatory authorization or without showing the established documentation or justification.	Debit will be raised to Booking/Ticketing agent	<u>Incorrect overpayment:</u> difference between refunded and applicable refund + Administration fee *. <u>Omission of cancellation fee:</u> When cancellation fee has not been charged: corresponding amount depending on fare + Administration fee *. <u>For non-refundable fare:</u> the total amount of the non- refundable fare + Administration fee *. <u>If correct taxes:</u> the amount of taxes refunded in excess + Administration fee *. * <u>Administration fee:</u> Spain: 20 Europe: 15% of ADM Rest of world: 9% of ADM
	Irregular refunds: When the form / card of payment for the refund is different from the form of payment used for ticket issue.	Debit will be raised to Booking/Ticketing agent	The total amount of the refund + Administration fee *. * Administration fee: 20 or its equivalent in the country's local currency.
Reissue violation	Validation on reissued documents	Debit will be raised to Booking/Ticketing agent	Difference between amount charged vs. applicable, including fare penalty + Administration fee *. * <u>Administration fee:</u> Spain: 20

			<i>Rest of world: 20 / 20USD\$</i>
Large Families subsidy (Spain only) violation:	Not including all accreditation data: type of accreditation (Identity card , date of birth for minors without ID, Resident Card in the case of foreigners), accreditation document, type of subsidy (F1 or F2), Municipality code	Debit will be raised to Booking/Ticketing agent	Subsidy amount: 5% of the fare for F1 and 10% of the fare for F2 + Administration fee of 20
Residents subsidy (Spain only) violation:	Not including all accreditation data: type of accreditation (Identity card , date of birth for minors without ID, Resident Card in the case of foreigners), accreditation document, type of subsidy (RC, RB, RM, RE), Municipality code, S.A.R.A. system verification code and HASH code including the 53 characters.	Debit will be raised to Booking/Ticketing agent	Subsidy amount applied (50%) + Administration fee of 20
Married segments	Any manipulation and / or alteration that circumvents the Married Segment logic and the Point of commencement (POC) will be subject to the cancellation of the PNR (when un-ticketed) or to the imposition of an ADM / Invoice per passenger and per broken segment of the O & D (for issued tickets with 075 plate). It is not allowed the use of previous and / or subsequent segments (married or not) to modify the logic of the O & D and the POC. This prohibition includes the misuse of itineraries of other airlines. In case a travel agent issues a ticket based on a PNR with a manipulated segment an ADM will be issued	Debit will be raised to Booking/Ticketing agent The ticketing agent is responsible for malpractices even if they are not the (original) agent making the booking.	300 per passenger and broken segment of the OD, applicable to any cabin or haul and for all their combinations + Administration fee of 20
O&D bypass	Any manipulation and / or alteration that circumvents the O & D logic and the Point of Commencement (POC) will be subject to the cancellation of the PNR (when un-ticketed) or to the imposition of an ADM / Invoice per passenger and per broken segment of the O & D (for issued tickets with 075 plate). It is not allowed the use of previous and / or subsequent segments (married or not) to modify the logic of the O & D and the POC. This prohibition includes the misuse of itineraries of other airlines. In case a travel agent issues a ticket based on a PNR with a manipulated segment an ADM will be issued	Debit will be raised to Booking/Ticketing agent The ticketing agent is responsible for malpractices even if they are not the (original) agent making the booking.	300 per passenger and broken segment of the OD, applicable to any cabin or haul and for all their combinations + Administration fee of 20
Multiple GDS (double automation)	Issuing a ticket in a distribution system (GDS/NDC) different than the one the booking was originally created in	Debit will be raised both to the ticketing agent/entity and to the agent/entity that created the original booking. Having the booking ticketed by IB at agent/entity request does not validate the issuance, neither exempts or excuses the agent/entity from the aforementioned debit.	300 per passenger and broken segment of the OD, applicable to any cabin or haul and for all their combinations + Administration fee of 20
Excessive Churning (Speculative / Fictitious Bookings)	Verification on agency rebooking a segment or segments canceled either by the agency or airline multiple times in one PNR or across different PNRs. The ADM will be raised from the	Debit will be raised to Booking/Ticketing agent	5 segment / passenger + Administration fee of 20

	4th cancellation/rebooking onwards		
Duplicate Bookings	Verification on agency created duplicate segments	Debit will be raised to Booking/Ticketing agent	5 segment / passenger + Administration fee of 20
Inactive bookings	Verification on agency bookings with segment status HX/UN/NO/UC/US etc. otherwise known as non-productive segments.	Debit will be raised to Booking/Ticketing agent	5 segment / passenger + Administration fee of 20
Passive segments	Verification on agency passive segments: <ul style="list-style-type: none"> Passives made within 24 hours before departure should be instantly ticketed All passives made prior to 24 hours before departure should be either ticketed or cancelled at least 24 hours before departure 	Debit will be raised to Booking/Ticketing agent	5 segment / passenger + Administration fee of 20
Minimum Connecting Time (MCT) violation	Verification on bookings that undercut required MCT	Debit will be raised to Booking/Ticketing agent	When there is no <u>misconnection</u> : 5 segment/pax With <u>misconnection</u> : Expenses incurred + Administration fee of 20
Fictitious names	Verification on bookings created with fictitious names	Debit will be raised to Booking/Ticketing agent	Fixed amount 250 per passenger + Administration fee of 20
Day of Departure Un-ticketed Bookings and Cancellations	Whenever possible, following best practices should be observed: <ul style="list-style-type: none"> Bookings made within 24 hours before departure should be instantly ticketed All bookings made prior to 24 hours before departure should be either ticketed or cancelled at least 24 hours before departure If for ticketing purpose PNR claim is needed, it should take place prior to 24 hours before departure 	Debit will be raised to Booking/Ticketing agent	5 segment / passenger + Administration fee of 20
Speculative bookings	Bookings made when no definite passengers exists, in anticipation of possible sale	Debit will be raised to Booking/Ticketing agent	Fixed amount 250 per passenger + Administration fee of 20
	Bookings created in higher classes that are released close to departure to make seats available in lower classes	Debit will be raised to Booking/Ticketing agent	Fixed amount 250 per passenger + Administration fee of 20
	Excessive waitlists	Debit will be raised to Booking/Ticketing agent	Fixed amount 250 per passenger + Administration fee of 20
Illegal class mix	A booking made with an illegal combination of classes in order to secure space that is not then ticketed at the correct price	Debit will be raised to Booking/Ticketing agent	Fare difference to first higher fare where mix class is permitted + Administration fee of 20
Back to back ticketing / out of sequence used	The issuance or use of coupons from two or more tickets issued at round trip fares or the combination of two or more round trip fares end to end on the same ticket, for the purpose of	Debit will be raised to Booking/Ticketing agent	Fixed amount 250 per passenger + Administration fee of 20

	circumventing applicable tariff rules, such as advance purchase and minimum stay requirements.		
Use of robotic macros/scripts	Use of robotic macros/scripts to perform availability functions within GDSs	Debit will be raised to Booking/Ticketing agent	5 segment / passenger + Administration fee of 20
Baggage allowance	Verification on baggage allowance printed on the ticket vs. the actual allowance approved for applicable fares/Point Of Sales (POS)/deal code, etc.	Debit will be raised to Booking/Ticketing agent	Fixed amount 250 per passenger + Administration fee of 20
MCOs	Issue of MCOs	Debit will be raised to Booking/Ticketing agent	<i>Euro countries:</i> 100 per MCO + administration fee of 20 <i>Rest :</i> 100 USD\$per MCO + administration fee of 20USD\$

ADM Issuance Process

In compliance with IATA resolution 850M:

- ADM will be raised on Iberia traffic documents (075), issued by, or at the request of the agent, regardless of which airlines are included in the itinerary of the IB traffic document.
- Iberia mandates 100% e-ticketing issuance. Where a paper ticket is issued, Iberia may impose a charge that will be collected by ADM.
- To cover the cost of the audit process, Iberia will levy for each ADM an administration fee of 20 (or equivalent amount in local currency), identifiable by the MF code. This charge will be reversed only upon full acceptance of the dispute for wrong ADM issuance by Iberia. Iberia reserves the right to revise administration fee with or without prior notification.
- An ADM may also be used as a means to collect penalty charge for each seat falling below the agreed materialization rate for group sales.
- Iberia will endeavor to provide as much information as possible on an ADM to ensure it is specific enough about the reason a charge has been raised.
- ADMs will be issued for each specific transaction; however, more than one transaction can be included in one ADM if the reason for the charge is the same for the same agent.
- If Iberia raises an ADM for non-compliance with fare rules, the general principle applied is to raise the fare to the next applicable fare.
- Iberia will only issue more than one ADM in relation to the same original ticket, if different, unrelated charges apply. This does not apply when an ADM is cancelled and raised again for the same reason but for a different value.
- Iberia will raise ADM via BSPLINK/ARC as per applicable BSP/ARC guidelines.
- Iberia complies with respective local BSP/ARC procedures in providing agents with a minimum period of notice in order to review ADM raised and dispute it.
- To adjust refunds, an ADM will only be issued within nine months of the BSP remittance date on which the document was settled. For any charge due beyond this period, Iberia will agree with the agent bilaterally the best settlement method.
- ADMs/ACMs may be processed through the BSP/ARC, for a maximum period of 30 days following default action taken against an Agent in accordance with IATA Resolution 818g, attachment A, Section 1.0
- For any ADM issued through BSP/ARC link, the date of issue is considered as the date of receipt by the agent. A daily monitoring of ADMs through BSP/ARC link is highly recommended to the agents.
- For non BSP/ARC cases, the ADMs shall be circulated by respective Iberia local office.

ADM Dispute

- Iberia shall endeavor to handle rejected or disputed ADMs in a timely manner in compliance with applicable IATA resolutions and regulations. Where an agent has disputed an ADM within the latency dispute period provided the dispute was sent to the address notified on the ADM in question, Iberia will endeavor to handle rejected or disputed ADMs in a timely manner in compliance with applicable IATA resolutions and regulations. The travel agent can dispute the ADM as per the Latency period applicable in respective BSP/ARC country/market practice.
- Iberia shall examine the reasons for the dispute and approve where it is proved that the charge was wrong/not due and/or evidence to the contrary is provided.
- For any un-resolved disputes, Iberia reserves the right to deduct the disputed amount from applicable incentives.
- Iberia expects travel agents not to dispute an ADM where the reason is valid and evidence to the contrary is not available and to raise all disputes as per applicable BSP/ARC guidelines. If the dispute is invalid or evidence to the contrary is not available, administration charge of 20 per ADM will be applicable.

Booking/Ticketing Agents Responsibility:

- To train their staff in ADM procedures; their purpose and the dispute period that exists.
- To ensure that when an ADM is disputed, the response is specific in detail and the relevant supporting information is sent to Iberia to the address/fax indicated on the ADM.
- Not to dispute an ADM where the reason is valid and evidence to the contrary is not available.
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- To raise all disputes within the BSP dispute period (according to Resolution 850m).
- To ensure that their contact details (phone numbers, fax numbers and email addresses) are up to date in BSPlink.
- To provide specific contact details when logging a dispute in BSPlink to enable Iberia to make contact concerning the dispute.

Contact and Information Requests

Iberia reminds you that all its ADMs bear identification of their department of origin as well as their address and contact details in the top left corner of the format in use.

The airline contact details provided in the ADM should not be used for any dispute communications.



IATA Res.805m (PDF 99k)