



CROATIA AIRLINES

A STAR ALLIANCE MEMBER 

Subject: **CROATIA AIRLINES ADM/ACM POLICY - UPDATE**

Date: 19APR23

To: CROATIA AIRLINES SELLING OFFICES, SELLING AGENTS & GSA

The purpose of this policy is to set out general rules for debiting or crediting BSP agents.

The Policy is applicable for all BSP agents in all markets selling OU/831 traffic documents with binding terms and conditions. Audit of tickets is being performed at all OU/831 tickets irrespectively of fare owner.

The Policy becomes effective on May 1st, 2022 and it supersedes Croatia Airlines ADM-ACM policy dated February 1st, 2020 as well as all previous communications in regard to ADM and ACM issuance.

Croatia Airlines is publishing this Policy in accordance with IATA resolution 850m and IATA resolution 850m Attachment 'A'.

1. General

ADM or ACM will be issued only if it is necessary to make accounting adjustment to agent transactions in regard to:

- Issuances, reissuances (voluntary or involuntary), revalidations and/or refunds of both tickets and EMDs or any kind of documents issued at behalf of Croatia Airlines,
- Violation of Fare rules, inappropriate use of Croatia Airlines traffic documents, RBD violation including violation of booking class application on third carriers (In accordance with IATA resolution 852),
- Incorrect application of fare level, taxes, commission, surcharges, penalties etc.,
- GDS bookings on OU marketing or operating flight numbers, in accordance with Croatia Airlines GDS Policy,
- Miscellaneous and administrative.

2. ADM issuance

In case more than one ADM is raised in relation to the same ticket, than the reason for each ADM will be specified separately.

ADM for more than one ticket may be issued if, during the auditing process, the same unintentional under collection is found in more than one ticket.

3. ADM calculation

3.1. Fares and taxes

Under collection of fare, tax, surcharges amount and/or penalties or application of incorrect BSR leading to under collection.

ADM will be raised for the difference between the applicable fare and the fare applied on the ticket. If reference fare cannot be found, ADM fixed amounts will apply.

3.2. Refunds

Refunded amount is higher than allowed per fare note of the fare component, or penalties were under collected in the refunded ticket.

ADM will be raised for the difference between applicable note and the amount actually refunded.

3.3. Commission

Application of commission with incorrect percentage level, or application of commission where net amounts are offered.

ADM will be raised for the difference between the applicable commission and the amount that was applied on the ticket.

3.4. Missing or incorrect mandatory data on the ticket

(DOB for youth, senior citizen or similar fares, CHD, INF, corporate code etc.)

Discount was granted based on date of birth, as a corporate fare or as a FIT fare but information or supporting documents are missing.

Applicable fare will be considered as a fare for individual adult passenger in the same RBD. If no fare is stored for this RBD, next higher RBD will be used. ADM will be raised for the difference between the applicable fare and the fare applied on the ticket.

If reference fare cannot be found, ADM fixed amounts will apply.

3.5. Mis-plating of the ticket

Violation of IATA resolution 852, including use of OU/831 tickets on private fares of other airlines or any other fares for which OU document is not allowed.

ADM will be raised for the difference between first applicable public fare of the fare owning airline without plating restrictions and the applied fare.

If reference fare cannot be found, ADM fixed amounts will apply.

3.6. RBD violation

RBD used in ticket does not match Chart1 or Chart2 requirements as stored in the GDS and fare rule, or,

RBD used in ticket does not match RBD used in the PNR.

Applicable fare will be considered as a fare for individual adult passenger in the RBD used in the PNR. If no fare is stored for this RBD, next higher RBD will be used. ADM will be raised for the difference between the applicable fare and the applied fare.

If reference fare cannot be found, ADM fixed amounts will apply.

In case of violation of RBD in other airline segments, ADM amount cannot be lower than the incoming billing amount of this other airline to OU as defined in RAM Chapter 2 Para 3 FARES TO BE USED IN BILLINGS.

3.7. Incorrect application of baggage allowance

*Incorrect baggage allowance shown on the ticket including baggage allowance on *EASY fares or baggage allowance of one or more additional pieces vs. number of piece(s) allowed by fare rule.*

ADM will be raised for the amount specified in Croatia Airlines Baggage Policy for the baggage type EXTRA PIECE BIGGER.

3.8. Violation of Croatia Airlines GDS Policy

ADM will be raised for violation of Croatia Airlines GDS Policy. For details please refer to Croatia Airlines GDS Policy.

3.9. Credit card misuse

Violation of IATA resolution 890 CUSTOMER CARD SALES RULES.

Agent may not use their own card unless consent has been provided by the airline prior to ticket issuance.

ADM will be raised in the amount of 3% of total value debited on restricted credit card.

4. ADM fixed amounts

If, in any case specified above, reference fare cannot be found during ADM calculation, then the ADM amount is calculated as follows:

- OU/831 tickets issued for transportation wholly within Croatia a fixed amount of: 100 € will be raised for Economy class fares or 200 € for Business class fares.
- OU/831 tickets issued for transportation wholly within IATA Europe a fixed amount of: 300 € will be raised for Economy class fares or 600 € for Business class fares.
- all other tickets: 1.000 € will be raised for Economy class fares or 3.000 € for any other fare types

Above fixed amounts apply per fare component. When other airline is included in the routing, ADM amount cannot be lower than the incoming billing amount of this other airline to OU as defined in RAM Chapter 2 Para 3 FARES TO BE USED IN BILLINGS.

5. ADM minimum

ADM issuance related to incorrectly applied commission, taxes or fees a minimum of 1,00 € applies. For all other reasons, no ADM will be raised for the amount which is less than 8,00 €.

In case of persistent practice of under collection Croatia Airlines reserves the right to recover these underpayments by sending an ADM. No ADM minimum amount applies in this case.

6. Administrative fee

To cover auditing process cost, administrative fee will be added on top of every ADM as a part of the ADM. At the ADM, this administrative fee will be shown as MF tax:

Following amounts will be added to the calculated ADM charge:

- € 15 for each ADM issued for international traffic document
- € 7 for each ADM issued for domestic traffic document
- € 15 for ADM issued to the agent because of GDS abuse

ACM issuance – no charge

Refund Application – following amounts will be deducted from the amount authorized for refund and will be shown as MF tax:

- € 15 for Refund Application processed for international traffic document
- € 7 for Refund Application processed for domestic traffic document

Refund Application will not be charged for any document if refund is requested for:

- Refunds authorized by Customer Centre against passenger's complain.
- Refunds of ticket with coupons in „A“ status.
- EMD issued for deposit

7. Closing remarks

Croatia Airlines will always issue Agency Debit Memo in accordance with IATA resolution 850m ISSUE AND PROCESSING OF AGENCY DEBIT MEMOS (ADMS).

Deadlines specified in 850m Paragraph 4 ISSUANCE PRINCIPLES for ADM issuance and ADM dispute must be observed.

Croatia Airlines requests all agents issuing OU/831 traffic documents to familiarize with IATA resolution 830a CONSEQUENCES OF VIOLATION OF TICKETING AND RESERVATION PROCEDURES.