

## **Cathay Pacific Airways Limited (CX) /Agency Debit Memo Policy**

CX may issue ADMs to agents to collect amounts or make adjustments related to issuance and use of BSP Standard Traffic Documents validated on CX, regardless of which carriers are included in the itinerary.

In general, the scope covers but not limits to:

- (a) Under collection and/or omission on fares, tour package prices, compensation, penalties, re-booking fees, service charges, fuel surcharges etc.
- (b) Under collection and/or omission of taxes, any government or local authority charges and fees; etc.
- (c) Commission over-claimed
- (d) Contravention of fare, tax and refund rules
- (e) Excess refund
- (f) Recall of commission on refunds
- (g) Non compliance with CX GDS ticketing and booking procedures
- (h) Non compliance with terms and conditions of Sales Agreements
- (i) Unreported traffic documents
- (j) Credit card chargeback
- (k) Administration fee for form of payment change
- (l) Transaction fee for the use of EasyPay to pay our tickets
- (m) Penalty/transaction fee for the use of credit card to pay our tickets which we don't accept credit card payment
- (n) Penalty/transaction fee for the use of agent's own payment card or other Alternative Transfer Methods to pay our tickets without our explicit consent
- (o) Duplicate use/refund of traffic documents
- (p) Errors made either by the agent or BSP Processing Centre in BSP report
- (q) Unauthorized name change was done in booking (USD 60 or equivalent)

### **1. Processing of ADMs**

1.1. CX would issue ADMs to agents through BSPlink on a weekly basis. To adjust sales, ADM can be issued within nine months of the final travel date or the expiry date of the document if the final travel date cannot be established. To adjust refund, ADM can be issued within nine months of the BSP remittance date on which the refund document was processed. Any debit action initiated beyond the afore-mentioned period, CX will handle directly with the agent.

1.2. CX would not send physical copies of ADMs to agents but will provide agents with supporting documents and breakdowns of the debit upon request. For complicated calculations and with ADM issued for a series of tickets on taxes and surcharges, supporting listing and breakdowns will be attached to ADM in BSPLink at the time of issuance.

1.3. CX would not issue more than one ADM to recall fare/surcharges/taxes in relation to the same ticket unless the nature of collection or adjustment is totally different from previously issued ADM. For instance, the agent subsequently refunds the ticket and it is found over-refunded, CX would send another ADM to the agent in relation to that ticket which an ADM has been sent before for under-report of fare/surcharge/taxes.

1.4. CX would issue an ADM for a specific transaction only, and will not group unrelated transaction together. However, more than one charge can be included in one ADM if the reason for the charge is the same.

1.5. Unless otherwise agreed, CX would not issue ADMs to collect third party costs not directly associated with the initial ticket of a passenger journey.

1.6. Apart from fare discrepancy of the ticket, CX would levy an administration fee of **EUR 25.- or equivalent in local currency** and reserve the right to amend these administration fees to cover costs relating to the processing of ADM with the following reasons:

Incorrect fare or conditions applied

Missing tourcode

Wrong booking class (abuse)

Missing Child/Infant indicator

## **2. ADM Correspondence and Dispute**

2.1 In case of Agents dispute in BSP Link an email address for further communication must be provided by the agent.

2.2 CX would respond agent's ADM disputes within 60 days of receipt as per IATA Resolution 850m.

2.3 For any valid dispute submitted after expiry of BSPLink latency period and up to six months from date of ADM, CX reserve the right to charge a late fee which would be deducted from the credit memo issued to the agency. Any ADM dispute submitted after six months from date of ADM will not be entertained.

2.4 Dispute for tickets issued under Global Distribution System (GDS) fare guarantees should be made to GDSs. Reimbursement for ADMs deducted through BSPLink should be made to agents directly by GDS.

2.5 In case ADM was already processed by BSP and in case agent is correct an ACM will be issued to offset the ADM.

**ACM – Agency credit Memo**

CX would issue ACMs to reimburse or make adjustments to agents on cash activities resulted from errors made by either agents or BPS Processing Centre. Over-payment for transportation or related charges and fees paid by credit card will only be made to the original credit card used for the ticket purchase.