

## AGENCY DEBIT MEMO POLICY

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### Reference: Passenger Agency Conference Resolution 850m

#### Introduction

1. These policies are published in accordance with Resolution 850m and enhance the information contained therein by providing further information on the issuing and processing of Agency Debit Memos at Air New Zealand. They may be amended from time to time. In general, the principles outlined in Resolution 850m will be followed.

#### ADM Issuance and Time Limits

2. ADMs will be issued for the following reasons within the time limits as indicated below. Note that these time limits could be extended if there is evidence of flagrant abuse and/or fraudulent activities, or any other extraordinary circumstances.

Originator	Reasons for Issuance	Time Limits
Sales Audit	<ul style="list-style-type: none"><li>Fare, Tax and Commission violations.</li><li>Missing tour codes and/or authorities on tickets.</li></ul>	6 months from date of sale
Exchange Audit	Fare, Tax, Commission and change fee violations	6 months from date of exchange
Refund Audit	Violations where incorrect Fare, Tax, Commission and change fees have been refunded	6 months from date of refund
Refund Processing	Recall of Commission (all markets) Refund processing fee (only in certain markets where notified)	6 months from date of refund
Sales Accounting	Unreported sales, duplicate usage of coupons, overdrawn MCO and credit card chargeback's	9 months from final date of use

## Minimum Value of ADMs

3. The minimum value of ADMs that will be issued is indicated in the table below; however please note that multiple errors below these minimums may be combined for the issuing of ADMs.

Country	Fare Violations	Commission	Tax
New Zealand	Raise ADM for a value of the difference between that charged and the next applicable fare or for a value of any under-collections.  If this value is: 1. Under NZ\$20, no ADM will be issued 2. Between NZ\$20-50, the ADM will be issued for \$50 3. Over \$50, ADM issued for that amount	NZ\$5	NZ\$5
Australia	Raise to next applicable fare but minimum of AU\$20	AU\$5	AU\$5
All other Countries	Raise to next applicable fare but minimum value of approximately US\$10 in the currency of that Country.	No minimum	No minimum

Note that if the total value of a combination of several violations including a fare violation amounts to between NZ\$20 and \$50, then an ADM of \$50 will be issued

## Disputes

4. Disputes should be made either through BSPLink (advanced subscribers only), by completing the Sales Audit ADM dispute form online or via email.. Resolution of the dispute will normally be made within 10 working days of receipt of the dispute. Our contact details are:

Phone: +64 9 336 3572 or  
+64 9 336 3437

Fax: +64 9 336 3682 (International)

Email: NZ.SUPPORT@WNS.COM

Website: <http://www.airnzagent.co.nz/adm-disputes>

Post: Sales Audit Disputes – Revenue Risk  
Financial Shared Services  
Private Bag 92007  
Auckland 1142

5. Disputes will not be accepted more than 6 months after the date of the ADM.

## **Travel Agent Responsibilities**

6. To ensure the smooth operation of the ADM process, Air New Zealand expects Travel Agents;
  - a. To train their staff in ADM procedures, their purpose and the dispute process,
  - b. To ensure that when an ADM is disputed, the reason is specific and the relevant supporting evidence is sent to Air New Zealand
  - c. Not to dispute an ADM where the reason for the issuance of the ADM is valid
  - d. To ensure their contact details are up to date in BSPLink
  - e. To provide specific contact details when disputing an ADM