

Agency Débit Mémo Policy

Effective 24 June 2014

In accordance with the IATA Resolution 850 m(Passenger Agency Conference Resolution Manual) Air Caledonie International (AIRCALIN) publishes its Agency Debit Memo (“ADM”) policy .

All Travel Agency should know that all fare rules and procedures between AIRCALIN and the Travel Agent must be respected and applied. In case of the contrary, an ADM will be issued to settle the difference for the reason indicated on the ADM. All transactions are concerned: SB documents issuances, reissues, revalidation transactions, refunds.

Further alternative uses of ADMs may exist, subject to consultation between the Airline and the Agent or through a relevant consultative forum.

An ADM will represent a single charge or multiple charges if the ADM reason is the same.

The Airline shall include details and, where necessary, supporting documents to make clear the reason why an ADM is being made and also provide the Agent with the contact details of the person from AIRCALIN which the agent can contact to discuss the ADM.

ADM PROCESS IN BSP

ADM's are processed via the BSPLINK within 9 months after the final travel date, or in the case of refunds within 9 months of the BSP remittance date. Beyond this period, the payment settlement will be handled directly between the Agent and the Airline.

Agents shall have a maximum of 15 days in which to review and dispute ADM's directly via BSP LINK with no financial consequence during this latency period.

When making a dispute, the agent must provide a valid and clear justification in their “Dispute reason” box and also mention their contact details for an efficient handling by AIRCALIN SB.

The Airline AIRCALIN will investigate and communicate their decision on the dispute (in accordance with the resolution 850m) within 60 days from the date of the original dispute by the agent.

If an agent dispute an ADM which has already been settled through a BSP Period, the Airline will handle the dispute email within the 60 days of his reception, giving a clear explanation of their decision. If AIRCALIN agrees with the dispute, an Agency Credit Memo(ACM) will be issued to the agent.

ADM ADMINISTRATION FEE

At this time, no administration fee is applicable subject to change upon AIRCALIN's decision.

CONTACT INFORMATION

For further queries about ADM/ACM, please contact the revenue accounting department at ra.emission@aircalin.nc.