



Air Niugini

Agency Debit and Credit Memo Policy (ADM/ACM)

Updated 01st January 2024

Air Niugini in compliance with IATA Resolution 850m hereby furnishes it's ADM and ACM policy to all Travel Partners effective 1st June, 2014

ADM and ACM Policy

Air Niugini's ADM and ACM policy applies to our BSP and ARC industry partners who book and ticket through the GDS. This information will provide guidance and detailed information around the application of Agent Debit Memos and Agent Credit Memos.

Agency Debit Memo

When is an Agency Debit Memo Issued?

Air Niugini and/or its authorized Agency detect discrepancies linked to document issuance, refund, utilization, payment, commissions and overrides. The ADM serves to inform a Travel agent of a short collection identified during the Ticket auditing process. Air Niugini and/or its authorized Agency shall provide valid information of the variance identified when creating ADM through the BSP and ARC; the ADM will contain a valid ticket number/s and supporting information and documentation.

ADM Issuance Scope

ADMs are issued for, but not limited to the following instances;

Reason for Issuance	Description	Fee Amount
Missing, under or incorrect/insufficient collection and application:	<ul style="list-style-type: none"> Of fare basis, fares, taxes, surcharges, fees and/or other applicable charges (sundry and penalty) and reissues as stated as part of ticket conditions. 	Re-assess Fare, TFCs Amount + ADM fee
	<ul style="list-style-type: none"> Where the ticket doesn't have applicable taxes collected. 	Collect Taxes + ADM fee
Over, incorrect or unauthorized refund, exchange or refunded amount	<ul style="list-style-type: none"> Of fares and (TFCs) taxes, fees and charges Also applicable to non-refundable fares and TFCs and partially or fully utilized tickets. 	Recall fare, TFC amount + ADM fee
	<ul style="list-style-type: none"> EXPIRED tickets. Where a ticket has been utilized after the ticket validity period. 	Value of expired ticket + ADM fee
	<ul style="list-style-type: none"> Refund handling fee is applicable to all refunds unless there is an irregular operation and a waiver is granted by Air Niugini Tariffs. 	Refund Handling fee + ADM fee
Endorsement Error/Change fee/ Waiver approvals	<ul style="list-style-type: none"> Where issues occur from not including an endorsement correctly on a ticket NIL waiver code from Air Niugini Tariffs 	Collect applicable reissue fee and or ADC + ADM fee
Recall Commission	<ul style="list-style-type: none"> Any over or incorrect commission claimed 	Commission Amount + ADM fee
Incorrect RBD in PNR or ticket	<ul style="list-style-type: none"> Any RBD (Reservation Booking Designator Codes) not consistent with applicable fare sold and conditions on Air Niugini and other airlines itinerary or document. 	Re-assess fare to the correct RBD and the difference will be charged + ADM fee
Credit Card Chargeback	<ul style="list-style-type: none"> Refunds made outside the normal processes. 	Full ticket amount + ADM fee
Other Violations & Overrides (Sundry/Penalties)	<ul style="list-style-type: none"> BSP billing errors or reports by the Agent or BSP processing center, discrepancies in the form of payment, conversion rate violations Unreported sale, non-payment of sale GDS technical problem and booking violations (BIDT) Non-refundable GDS fee 	Amount + ADM fee
Violation of conditions of Sales Agreements	<ul style="list-style-type: none"> Agreements signed between Air Niugini Limited and the Agents/Airlines. 	Ticket value + ADM fee
Misuse of (CIP) Carrier Identification Plate	<ul style="list-style-type: none"> CIP selection rules 	Ticket value + ADM fee



Air Niugini

Agency Debit and Credit Memo Policy (ADM/ACM)

Updated 01st January 2024

ADM Fee

All ADMs issued by Air Niugini and/or its authorized Agency are subject to an administration fee of **PGK 55.00 per document**. The standard applicable ADM fee per currency is listed below;

AUD 25	CAD 20	CHF 16	CNY 120	DKK 110	EUR 15	FJD 40	GBP 15
HKD 140	IDR 230,000	INR 1200	JPY 2,000	KRW 20,200	MYR 70	NOK 135	NZD 25
PGK 55	PHP 850	RUB 1,200	SBD 130	SEK 155	SGD 25	TWD 470	USD 17
VUV 1,900							

How will an ADM be raised?

An ADM will be raised in BSP link and ARC.

How are disputes handled?

The Travel agent can dispute within the specified period providing explanation and proof.

- Agent has from the date of receipt of the ADM/s, a maximum period of 15 days to review and dispute an ADM via the online dispute mechanism of BSP Link and/or ARC.
- ADMs disputed by the Agent and consequently accepted by Air Niugini shall be cancelled and not included in the billing.
- A dispute shall be reviewed within 60 days of receipt. Air Niugini Limited will send an explanation to the Agent through BSP link of any rejection of the disputed transaction.

Minimum Value

The minimum value of an ADM issued by Air Niugini Limited is **USD 3.00 or equivalent**, except for applicable TFCs (Taxes, Fees and Charges).

Agency Credit Memo

When is an Agency Credit Memo Issued?

In the event where the Travel Agent has audited or reconciled tickets and has noticed a variance, the Travel Agent shall request an Agency Credit Memo (ACM) and shall provide valid information of the identified variance.

- The ACM must contain a valid ticket number/s.
- The Airline has the right to dispute an ACM within the specified period providing justification and evidence, and/or raise a new ACM to the correct value.
- Air Niugini has the right to reject ACMs found to be in violation of its policies and agreements.

ADM/ACM Queries

Please talk to the Revenue Accounting Representatives at Air Niugini Head office or direct your queries to:

Adm ACM admacm@airniugini.com.pg