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ADM POLICY

L.A.M – Linhas Aéreas de Moçambique

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1. Introduction

In accordance with IATA resolution 850m (Passenger Agency Conference Resolutions Manual), given below is the ADM Policy which shall be applied by **LAM – Linhas Aéreas de Moçambique**:

- The ADM serves to notify an Agent that unless there is some justification to the contrary, the Agent owes the issuing BSP Airline the amount shown on the ADM for the reasons indicated.
- ADMs are a legitimate accounting tool for use by all BSP airlines to collect amounts or make adjustments to Agent transactions in respect of the issuance and use of Standard Traffic Documents issued by or at the request of the Agent. Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or a local representation of Agents, or through the applicable local joint consultative forum.

LAM will raise an ADM on a Billing and Settlement Plan (BSP)/Airline Reporting Corporation (ARC) stock holder or non BSP/ARC non stock holder participating agents on incorrect ticketing/reporting and other prohibited practices for bookings which are not made in compliance with LAM booking and ticketing practices, resulting in revenue leakage and loss of revenue opportunity. Where applicable, LAM has used specific references from the relevant International Air Transport Association (IATA) resolutions;

In cases where an IATA / ARC Agents chooses to have commercial relationship with non IATA / non ARC agents, this commercial relationship is fully the responsibility of the IATA / ARC Ticketing agent. The Ticketing agent is liable for malpractices involved and ADMs will be raised to the ticketing agent accordingly, regardless of their location. This includes:

- IATA / ARC Ticketing agents who issue tickets on behalf of a non IATA / non ARC where the booking has been made by the non IATA / non ARC agent.



Travel agents obligations are described in IATA resolution 824, in which is stated that the agents should issue tickets in compliance with Carrier's fares, fare rules, general conditions of carriage and written instructions of the carrier to the agent (e.g. memo, circular, manual, etc.).

1.1. Objective

The purpose of this document is to specify to our key partners in business the Recovery Policy concerning the reservation, fare audit process and to make clear to agents all related circumstances under which ADM's (Agency Debit Memo) will be raised.

L.A.M – Linhas Aéreas de Moçambique, takes the opportunity to seek your support and cooperation to implement our policy. Therefore, we urge all agents to strictly follow all resolutions agreed by the Passengers Agency Conference, notifications and regulations published by the Airline to conduct reservations and ticketing according to procedures. Notwithstanding, the non-compliance of these rules will result with debit to the agency.

L.A.M – Linhas Aéreas de Moçambique reserves the right to revise and amend the Debit Memo/Booking Policy at any time without notifying beforehand, therefore it is under the responsibility of the agents to update its employees of regulation.

1.2. Scope

ADMs will be issued to collect amounts or make adjustments to agent transactions in respect of selling TM inventory for booking, issuance and use of LAM's traffic documents, issued by/or at the request of the agent, regardless of which carriers are included in the itinerary. It is advisable to all airline and agency staff to follow the below mentioned rules to maintain a good level of service for all business partners.



2. Booking Policy Terms

ADM may be issued for any type of violation including but not limited to churning, inactive segments, passive segments, duplicate bookings, fraudulent and fictitious bookings, invalid name changes, missing secure flight passenger data and inventory circumvention.

Note that, all PNRs cancelled under the below circumstance will not be reinstated.

2.1. Creation and Modification of a Passenger Name Record (PNR)

It is strictly forbidden any manipulations of bookings and ticketing of reservations. Cases of manipulations will be subject to cancellation of the PNR without ticket or, issuance of an ADM per passenger when ticketed.

The ADM will be raised to the Ticketing Agents responsible for malpractices even if they are not the original Agent making the booking.

2.2. Name Changes

At the time of booking is mandatory to enter the full name of the passenger according to travel document (ID, Passport) and the respective title. Therefore, name change is not permitted by the airline.

A name change means that the person travelling is replaced by another person. Changes of family or first name are not permitted within the same PNR. Hence, if a name change is requested (by the passenger) it is considered as a new booking, thus the original PNR must be cancelled and a new PNR must be created, based on current availability. The original unused ticket may be refunded according to the fare rules and a new ticket is to be issued as per available applicable fare.



2.3. Duplicate Bookings

Creation of duplicate PNRs for same passenger, which includes but are not limited to bookings created 24hours before departure date, bookings with waitlists & Schedule changes status code and ticketed PNRs is not permitted by the airline. Furthermore, duplicate bookings block unused seats and lead to less availability for new bookings.

2.4. Illegal Class Mix

A booking made with an illegal combination of classes in order to secure space that is not then ticketed at the correct price, is not permitted by the airline.

2.5. POC (Point Of Commencement) violation

Creation of segment(s) not in the right booking sequence as per the journey passenger intends to travel, with the intention to circumvent TM inventory to obtain seats in RBD (s) which may have not been available when the same was requested, is not permitted by the airline.

2.6. Minimum Connecting Time (MCT) violation

Verification on bookings that undercut required MCT. Furthermore, is mandatory to follow the MCTs defined by the airline.

2.7. Inactive Segments (Status codes HX,UN,UC,NO,SC,TK,US)

It is an industry standards airlines respond with status codes like HX, NO, UC, UN, TK and US due to host processes or automated applications (like Dupe Checks, Passive Segment Notification or No-show/WL Clearer, as described above). Such instances occur in cases of non-compliance with LAM booking and ticketing policy, unavailability to confirm sales or schedule changes. All inactive segments must be removed 24 hours prior to departure time.



2.8. Cancellation Ratio

The cancellation ratio (number of cancelled segments vs. number of booked segments) shall not exceed 80%. Cancellations should be done at least 24 hours before departure by using the cancel entry.

2.9. Churning

Churning refers to bookings repeatedly cancelled and rebooked to circumvent the period, in the same itinerary in the same or different classes of service across one or more PNRs or GDSs. This is strictly forbidden under any circumstances.

2.10. Hidden Groups

TM group policy defines that 10 or more passengers travelling together in economy/business class (with at least one common flight and/or destination within their itinerary) shall be requested as a group booking regardless of the fare paid, through the email: vendas.passageiros@lam.co.mz or linhadocliente@lam.co.mz.

Booking them under two or more individual PNR is considered as "Hidden Group". Such bookings are subject to cancellation and an ADM will be raised.

2.11. Fictitious, Speculative, Test Bookings/Incomplete Usage

These are defined as reservations using fictional/speculative names and/or flight segments with no intent for travel or as bookings entered into a GDS, which are not directly related to

a request from a passenger to purchase a ticket. This also includes the requirement that the coupons of a ticket must be flown in full and sequential order.

IATA Resolution 830a do not allow any reservation without a specific customer request. Thus, speculative/fictitious bookings (entire fictitious bookings or single fictitious segments) violate contractual agreements.

Examples of such bookings include, but not limited to reservations with names in PNRs such as SCHEDULE/A/B/C, MOUSE/MICKEY, SMITH/A/B/C, TEST/AIRLINE, etc.

2.12. Passenger Contact Information

In line with procedures set out by IATA Resolutions 830d and carrier written instructions, during the reservation process the passenger's contact information (e-mail or phone number) must be entered correctly in the relevant field, in case the airline needs to contact the passenger. If the passenger cannot be reached due to incorrect contact details or lack of contact, the airline reserves the right to cancel the PNR and the agent will be liable for any costs.

In addition, the airline also reserves the right to cancel all PNRs without or with incorrect contact details and to raise an ADM per passenger to the agent.

2.13. Incomplete Usage & Out of Sequence

It is not permitted to make reservations different from the passenger's real itinerary including fictitious segments with the aim to undercut the applicable fare. This includes booking and issuing round-trips for the purpose of one-way use or partial travel only as well as amending itineraries without passenger request.

Therefore, if the coupons are not used in the sequence provided in the ticket, TM reserves the right to charge higher fare of the cabin, if any and the invalidated the remaining TM sector flight coupon.

2.14. Uncommitted Bookings

Uncommitted bookings are bookings that are not finalized with ET but held by the booking originator.

If the reservation of flight segments is taking longer than the average time necessary to close the sale, the seats are blocked on inventory. The airline risks being priced-out and is unable to sell such flight segments. This is why the number of uncommitted bookings being held, including the time they are being held for, is regularly monitored.

Uncommitted bookings are to be removed immediately when the passenger requests to stop the sales process. Double or multiple uncommitted bookings for one and the same passenger/itinerary/date/flight number are not permitted.

LAM reserves the right to terminate sessions of uncommitted bookings at any time. If flight segments are held longer than the average time needed for sale.

2.15. Incorrect Booking RBD/Sub-Class

All bookings must reflect the correct and appropriate booking class according to the fare paid. In most cases, Fare Basis Code denotes the RBD to be used; it is important to check the correct booking class. The ticketing agent will be held responsible if not complying.

2.16. Ticket Time Limit Control

Ticket time limit (date and time deadline) is an automated process to cancel segments when ticketing has not occurred by applicable (required) time limit for ticket issuance set automatically in a PNR.

Each fare has its own ticketing time limit, which is reflected in CAT5 (AP) of the respective fare note chapter. However in case of discrepancy between the time limit set in the system and the content coded in CAT5 (AP), the most restrictive ticketing time limit will apply.

In case of PNRs with multiple names and ticket numbers not being issued for all names, the PNR will be split and the non-ticketed names will be cancelled. A valid ticket number related to the PNRs customer and itinerary has to be issued and reported.

3. Ticketing Policy Terms and validation principle

According to the IATA Resolution 852, an Airline can be used as validating carrier provided:

- It is a BSP/ARC member and eligible for electronic ticketing in the market;
- It has an interline agreements with all marketing and operating carriers which are part of the itinerary;
- It is part of the itinerary or is GSA for one carrier part of the itinerary.

In addition to the IATA Resolution 852, the below airline validation principle must be followed by the ticketing agent when issuing TM – 068 ticket stock:

- Any CAT15 (SR) restrictions mentioned in a fare note go alongside the above conditions must be applied;
- Non-compliance with the above conditions will be treated as CIP (Carrier Identification Pate) violation

3.1. Fare/RBD & Sales Violation

The non-compliance of fare and sales conditions on all purchased tickets such as fares and rules conditions (minimum and maximum stay, advance purchase, seasonality & flight applications, booking class & waitlisted segments, stopovers & transfers, rebooking fees, recalculation of reissue or rerouting, under collection of any private or published fares, routing, sales date validity, travel date validity, booking flight condition, child/infant discounts and all other special discounts, commissions, expiry of fare, combination condition, baggage allowance, check date of birth check), taxes & fuel surcharges will be incur in ADM.



3.2. Fare violation for tickets issued with open/request status

All tickets purchased with open/request status where confirmed reservation is required, regardless if the ticket was auto or manually priced a debit will be raised.

3.3. Violation of IT / corporate fare rules

TM reserves the right to raise an ADM for the full published fare amount of the respective cabin class, in case of:

- Passengers holding tickets with special Tour Operator fares are not eligible to travel with these fares, for instance when a Tour Operator fare is sold without any additional services or if the minimum required level of these services (in regard to TM rules) is not reached;
- Corporate discounts on tickets sold to passengers who are not employees of the contracted corporate;
- IT Fare issued as a published fare;
- Private fare issued with an unauthorized or unallocated tour code;
- Other airlines IT Fare issued on TM - 068 ticket stock.

3.4. No-Show

No-show for a flight occurs when a passenger fails to change his ticketed booking before departure of the scheduled flight. In case of failure to utilize a ticket as booked on any segment of the itinerary will result in all subsequent segments of the itinerary being cancelled.

3.5. Reissue violation

TM reserves the right to raise an ADM for the full published fare of the respective cabin class, if ticketing rules have been ignored or violated and for tickets reissued mistakenly due to:

- Missing rebooking/name change;
- Fare difference not charge;
- No show/Penalty Difference not Charge;
- Taxes difference charge;
- Fare Ticket and Fare Booked discrepancy;
- Authorized fare not charge;
- A ticket not correctly revalidated.

Note: Reissues due to schedule changes have to be formally (written) authorized by the airline.

3.6. Travel audit

Validation on flown coupon vs. ticketed coupon (e.g. comparison between RBD on both coupons, flight number/flight date mismatch, ticketed vs. flown routing, collection).

NOTE: TM reserves the prerogative to recover the fare difference where deemed necessary, between the RBD booked and next available RBD that should have been booked when the same was requested from the right availability / booking sequence.

TM reserves the right to recover the fare difference when mismatch between NETT paid and fare calculation amount.

3.7. Refund violation

Validation on documents claimed for refund, duplicate refund check. Correct application of all refund rules must be adhered. Included, but not limited to this audit control is the correct calculation of: over claim refunds; missing cancelation fee; double refunds.

- The ticket validity is in accordance with fare/tariff validity counting from the date of issuance, whether to fly, reissue or refund.

- Before that period the agent may refund the ticket according to the specific applicable fare rules.
- After that period, all refund requests must be submitted directly to TM Refund Department.

Refunds may be processed via GDS (Direct Refund) or requested via BSP Link (Indirect Refund) the last ones being acted later by TM. Agents must pay close attention to ticket expiration and fare rules. All refunds that are subject to previous TM approval and are submitted for a Direct Refunds without it will be subject to ADM.

3.7.1. Direct Refunds

Will be posted on agent's BSP or ARC report at the end of the reporting period. It is not allowed to change original form of payment if the refund value is incorrect and requires correction.

In case of a flight coupon submitted for refund is in the meanwhile or was previously refunded; apart from ADM an extra fee will be charged.

3.7.2. Indirect Refunds

Every time a refund is processed via BSP Link a fee will be charged. Refunds that have special exceptions due to commercial reasons must be documented by email up to the end of the month on which they were processed

When a full refund has been authorized but the agent fails to cancel the flight segment before departure, TM reserves the right to raise an ADM for the full published fare of the respective cabin class.

3.8. Additional audit checks

Violation of which will result in the issuance of ADM for entire value of the ticket (violated sector): dual utilization, Miscellaneous Charges Order (MCO)/over-utilization, utilization against void sales and un-reported sales, identification of no show passengers and blocking the future utilization for non-refundable cases as well as conversion of fare collected against



such cases into revenue, collection of no show charges for refund transactions where applicable, MCOs issued for class upgrades, Excess Baggage Ticket (EBT)/MCO issued for excess baggage, Passenger Name Record (PNR) check for min/max stay condition in case of e-tickets, materialization rate for group sales.

4. ADM Matrix (Fees and Penalties)

LAM – Linhas Aéreas de Moçambique strictly prohibits and will hold the agent (booking/ticketing) responsible for any losses due to action in violation of this policy.

The following matrix defines different violations or non-compliance practices which will result in the issuance of ADM, which includes but are not limited to the following:

Issue/Violation	Scope of audit	Penalty
Creation and modification of PNR	Any manipulations of bookings and ticketing of reservations.	Fixed amount of USD 100.00
Name change	Name change is strictly prohibited by airline. Ticket must be refunded and new ticket must be issued.	As per fare rule.
Duplicate bookings by same agent	Verification on created duplicate PNRs for same passenger.	Fixed amount of USD 100.00
Duplicate segments	Verification on created multiple one way itineraries for one passenger in the same PNR. It may cause problems during check-in and processing upgrades and reissue.	Fixed amount of USD 100.00
Duplicate bookings (Across Travel Date)	Verification on created illogical live bookings for same passenger and itinerary with different segment dates.	Fixed amount of USD 100.00
Duplicate Bookings (Across Destination)	Verification on created illogical live bookings for same passenger with same origin but different destinations on same segment date.	Fixed amount of USD 100.00
Passive Bookings	Passives should be created for Ticketing purpose only. Any passive should be removed at least 24hours prior to departure.	Fixed amount of USD 50.00

	After this period an ADM will be raised.	
Waitlist Bookings	All unconfirmed waitlist bookings should be cancelled and removed 01 day before departure scheduled flight. After the above period, any active waitlist will result in ADM.	Fixed amount of USD 100.00
Desire segments	All open segments should be cancelled and removed 01 day before departure. After the above period, any active open segment will result in an ADM.	Fixed amount of USD 50.00
Illegal Class Mix	A booking made with an illegal combination of classes in order to secure space that is not then ticketed at the correct price.	Fare difference to highest fare of the cabin where mix class is permitted.
POC (Point of commencement) violation	Creation of segment (s) not in the right booking sequence as per the journey passenger intends to travel, with the intention to circumvent TM inventory to obtain seats in RBD (s) which may have not been available when the same was requested.	Fare difference between the higher fare in the cabin for the travelled sector vs ticketed fare.
MCT (Minimum connecting time) violation	Verification on bookings that undercut required MCT.	Fixed amount of USD 150.00 per passenger.
Inactive segments (HX,UN, UC, NO, SC, TK, US)	Verification on agency bookings created within 24hrs of the departure date, bookings with segment status HX/UN/NO/UC/US etc. otherwise known as non-productive segments, future departure bookings and ticketed PNRs.	USD15.00 per segment, per passenger.
Cancellation ratio	A cancellation of more than 80% of the bookings for flights departing within the month, including violation identified in PNR's and ticketed PNRs.	A fee of USD1.00 will be applied per passenger segment booked above the limit (80%).

Churning	Verification on agency rebooking a segment or segments cancelled either by the agency or airline four (4) or more times in one PNR or across different PNRs	Fee of USD15.00 per segment per passenger will be applied the 5 th and consecutive time. This is regardless if the PNR was ticketed afterwards.
Hidden group	Verification on multiple individual PNRs which expressly prohibited.	Fixed amount of USD300.00 per passenger
Fictitious, speculative, test bookings/incomplete usage	Verification on bookings & ticketed PNRs created with fictitious names, Bookings made when no definite passengers exists, in anticipation of possible sale.	Fixed amount of USD300.00 per passenger, per segment
Passenger contact information	Verification on passenger contact information.	As per airline contact policy (any cost associated to the passenger protection) or a fixed amount of USD100.00 based on carrier best judgment
Incomplete usage & out of sequence	Verification on usage sequence.	Fare difference between the higher fare in the cabin for the travelled sector vs ticketed fare.
Correct booking RBD/sub-class	Validation on booked vs. ticketed data where there is a mismatch between ticketed and booked RBD.	Fare/tax/commission difference
Fare/RBD & sales violation	Validation for the compliance of fare and sales conditions on all purchased tickets	Fare/tax/commission difference
Commissions, service fee, surcharges and taxes violations	Incorrect collection of taxes and surcharges, missing taxes/surcharges, wrongly altered taxes/surcharges, and already used taxes refunded by mistake	Fare/tax/commission difference

Fare violation for ticket issued with open/request status	Validation on purchased tickets with open/request status where confirmed reservation is required.	Fare difference to higher fare in the cabin
Violation of IT/Corporate fares rules	An ADM will be sent to the travel agent where passengers are holding tickets with special Tour Operator fares are not eligible to travel with these fares, for instance when a Tour Operator fare is sold without any additional services or if the minimum required level of these services (in regard to TM rules) is not reached. Applying corporate discounts on tickets sold to passengers who are not employees of the contracted corporate.	High full published fare amount of the respective cabin class.
Unticketed No-show	Verification of holding bookings with voided/refunded/fictitious tickets without cancelling the booking.	USD 350.00 per one way routing per passenger for any unticketed /voided / refunded Tickets with booking still live in the system. In all other cases of NOSHOW, charges will apply as per fare rules
Reissue violation	Validation on reissued documents	Fare/tax/ commission difference
Void documents		Allowance of 2% voids per reporting period and penalty of USD10.00 per voided ticket report above 2%
Travel audit	Validation on flown coupon vs. ticketed coupon (e.g. comparison between RBD on both coupons, flight number/flight date mismatch, ticketed vs. flown routing, collection).	Fare/tax/ commission difference
Refund violation	Validation on documents claimed for refund, duplicate refund check.	Fare/tax/ commission difference.

Direct Refund	Correction of the original form of payment	The value difference will be charged with the minimum of USD25.00
Refund Correction	Validation on documents claimed for refund	Fixed amount of USD 100.00 for document previously refunded.
Indirect Refund		Fixed amount of USD25.00 for any refund request
Additional audit checks	Violation of which will result in the issuance of ADM: dual utilization, Miscellaneous Charges Order (MCO) over-utilization, utilization against void sales and un-reported sales, identification of no show passengers and blocking the future utilization for non-refundable cases as well as conversion of fare collected against such cases into revenue, collection of no show charges for refund transactions where applicable, MCOs issued for class upgrades, Excess Baggage Ticket (EBT)/MCO issued for excess baggage, Passenger Name Record (PNR) check for min/max stay condition in case of e-tickets, materialization rate for group sales.	Entire value of the ticket (violated sector)
Other missuses	Verification on agency with other misuse involved, which includes: fictitious bookings, invalid day of operation, reject overrides, invalid flight number, invalid city pair, invalid booking class, invalid open segment, invalid waitlist class and fake names. Segments cancelled within 24 hours of departure if charged to airline will be recharged to agent.	To be invoiced if the total misuse cost is equal or exceed USD15.00 in any single audit month.

5. ADM POLICY - KEY POINTS

In compliance with IATA resolution 850M:

- ADM will be raised on TM traffic documents (068), issued by, or at the request of the agent, regardless of which airlines are included in the itinerary of the TM traffic document.
- TM mandates 100% e-ticketing issuance. Where a paper ticket is issued, TM may impose a charge that will be collected by ADM.
- To cover the cost of the audit process, TM charges an administrative fee of **USD25.00** or equivalent to each ADM, identifiable by the MF code. This charge will be reversed only upon full acceptance of the dispute for wrong ADM issuance by TM. TM reserves the right to revise administration fee with or without prior notification.
- An ADM may also be used as a means to collect penalty charge for each seat falling below the agreed materialization rate for group sales.
- TM will endeavor to provide as much information as possible on an ADM to ensure it is specific enough about the reason a charge has been raised.
- ADMs will be issued for each specific transaction; however, more than one transaction can be included in one ADM if the reason for the charge is the same for the same agent.
- For GDS misuse, ADMs will be raised if the total misuse amount of the billable misuses, listed herein (Duplicate Cost, Churning Cost, Fake name Cost, Invalid Flight Number Cost, Inactive Bookings costs, Invalid Class of Booking Cost, Other Misuse Costs.), equals or exceeds **ONE USD (\$1.00)** in any single audit month. The amount is subject to revision.
- If TM raises an ADM for non-compliance with fare rules, the general principle applied is to raise the fare to the next applicable fare.

- TM will only issue more than one ADM in relation to the same original ticket, if different, unrelated charges apply. This does not apply when an ADM is cancelled and raised again for the same reason but for a different value.
- TM will raise ADM via BSPLINK/ARC as per applicable BSP/ARC guidelines.
- TM complies with respective local BSP/ARC procedures in providing agents with a minimum period of notice in order to review ADM raised and dispute it.
- To adjust refunds, an ADM will only be issued within nine months of the BSP remittance date on which the document was settled. For any charge due beyond this period, TM will agree with the agent bilaterally the best settlement method.
- ADMs/ACMs may be processed through the BSP/ARC, for a maximum period of 30 days following default action taken against an Agent in accordance with IATA Resolution 818g, attachment “A”, Section 1.0
- For any ADM issued through BSP/ARC link, the date of issue is considered as the date of receipt by the agent. A daily monitoring of ADMs through BSP/ARC link is highly recommended to the agents.
- For non BSP/ARC cases, the ADMs shall be circulated by respective TM local office.
- ADM shall only be processed through BSP if issued within a nine months of the final travel date of the revenue document. In the event that final travel date cannot be establish the ADM shall be processed within nine months of the expiry date document.
- All ADMs are disputable on BSPLINK within 14days of date issued. The ADMs that are not contested by BSP LINK cannot be disputed on the IATA website.
- The minimum ADM value is **USD5.00** or equivalent. In case of persistent practice of under collection (multiple occurrences of underpayments of less than **USD5.00** or equivalent) by the same agent, LAM, reserves the right to recover these underpayments. More than one ADM in relation to the same original ticket can be raised if different, unrelated charges apply.



6. ADM Dispute

- TM shall endeavor to handle rejected or disputed ADMs in a timely manner in compliance with applicable IATA resolutions and regulations. Where an agent has disputed an ADM within the latency dispute period provided the dispute was sent to the address notified on the ADM in question, TM will endeavor to handle rejected or disputed ADMs in a timely manner in compliance with applicable IATA resolutions and regulations. The travel agent can dispute the ADM as per the “Latency period” applicable in respective BSP/ARC country/market practice.
- TM shall examine the reasons for the dispute and approve where it is proved that the charge was wrong/not due and/or evidence to the contrary is provided.
- For any un-resolved disputes, TM reserves the right to deduct the disputed amount from applicable Productivity Link Bonus (PLB).
- TM expects travel agents not to dispute an ADM where the reason is valid and evidence to the contrary is not available and to raise all disputes as per applicable BSP/ARC guidelines. If the dispute is invalid or evidence to the contrary is not available, administration charge of **USD25.00** per ADM will be applicable.

7. Booking/Ticketing Agents’ and TM Responsibilities

This section is to clearly define the role and expectations from Booking/Ticketing agents as well as Airlines.

7.1. Booking/Ticketing Agents' Responsibility:

- Proper issuance of tickets, in compliance with Tariffs, Rules, General conditions of carriage and instructions provided by the Carrier. Travel Agent's obligations are described in IATA Resolution 824.
- Inform passengers, where required, that the Airline reserves the right to make inspections concerning the use of Traffic Documents and to demand, if needed, the payment of the difference between the fare paid and the applicable one. In case of refusal, the Airline reserves the right to deny board the passenger.
- Advise passengers that the Airline will honour every flight coupon only when correctly used, following the right sequence and from the point of origin as per fare calculation shown on the ticket. Any irregular use of ticket or flight coupons sequence will invalidate the entire Traffic Document.
- Re-issue ticket if changes pertaining to flight/date/booking class are made after ticket issuance and whenever the payment of a charge or a difference is needed. Ticket to be reissued irrespective of Additional Collection (ADC) or no ADC.
- Inform passengers that the Airline reserves the right to collect any difference in taxes implemented by the respective Government Authorities.
- Check passenger's eligibility for typological fares (e.g. Child, infant) or Tour Operator (TO) fares, before issuing a ticket and to inform the passenger that the proof of eligibility may be requested by the Airline at any time. The Airline reserves the right to settle with the customer or alternatively an ADM shall be raised on the Travel Agent (e.g. in case of passengers holding tickets with special TO fares without being eligible to travel with such fares).
- To train their staff in ADM procedures; their purpose and the dispute period that exists.
- To ensure that when an ADM is disputed, the response is specific in detail and the relevant supporting information is sent to TM to the address indicated on the ADM.



- Not to dispute an ADM where the reason is valid and evidence to the contrary is not available.
- To raise all disputes as per BSP/ARC guidelines applicable.

7.2. TM Responsibility

- Try to minimize irregularities in issuing/managing tickets through audits.
- Provide as much information and detail about the reason a charge is being made in order to ensure its accuracy.
- To avoid recurrence of irregularities, agree with the Agent concerned the most suitable corrective action if the volume and types of anomalies are deemed to be above average. TM will attempt to address these issues bilaterally with the agent concerned.

7.2.1. CONTACT AND INFORMATION REQUESTS

For further inquiries related to fare audit ADMs/ACMs, please contact through:

Email: dcrt@lam.co.mz or Phone: 00 258 21468728 or your local LAM sales office.

The airline contact details provided in the ADM should not be used for any dispute communications.