

Agency Debit Memo (ADM) Policy

Nauru Airlines' ADM and ACM policy applies to our Agency and Trade Partners who make reservations and ticket Nauru Airlines flights through a Global Distribution System (GDS). This policy provides guidance and information around the application of Agency Debit Memos (ADMs) and Agency Credit Memos (ACMs) for all tickets or electronic miscellaneous documents (EMDs) issued on Nauru Airlines (123) stock.

When an Agency Debit Memo may be issued

For each ticket / EMD where a discrepancy has been identified, Nauru Airlines will assess any loss of revenue and if applicable, will raise an ADM against the issuing agency within 9 months of either the passenger's final travel date or when the final travel date cannot be established, the expiry date of the document. Whenever an ADM is raised, an ADM fee will be applied for each ticket / EMD concerned.

ADM's may be issued for, but not limited to, the following reasons: -

ADM REASON	REASON DESCRIPTION
Advanced Purchase / TTL	Ticket has been issued outside of advance purchase requirements of a fare condition/rule or after a system or person generated ticketing time limit.
Combination	Ticket has been issued as a combinable fare when a fare condition/rule does not permit the fare combination.
Commission	An incorrect level of commission has been claimed or commission has been claimed against the issuance of an EMD.
Fare Level	Ticket has been issued with the incorrect published, private, or specially negotiated fare applied. ITX fare issued dry of land product.
Fare Basis	Incorrect fare basis as specified within the applicable fare condition/rule has been endorsed on the ticket.
Flight/Routing Application	Flight number, codeshare flight, other airline flight number or routing used are not permitted as per the fare condition/rule.
Form of Payment and 3rd Party Credit Card	Form of payment incorrect or ticket has been issued against a third-party credit card without the prior written approval of the airline in contravention of IATA Resolution 850.
GDS Abuse	Ticket was issued after securing inventory using practices that violate recommended booking practices by ticket issuing agent GDS.
Minimum/Maximum Stay	Non-adherence to minimum/maximum stay allowed within the fare condition/rule.

Travel Trade Information

Refunds	Reclaim of erroneously claimed refunds, including but not limited to: <ul style="list-style-type: none"> • Cancellation penalty errors • Commission errors • Other miscalculations • Taxes • YR fees
Seasonality	Incorrect seasonality where seasonality applies to fare condition/rule.
Stopover	Stopover and transfer fare condition/rule or taxes have been erroneously applied.
Taxes	Applicable taxes have not been collected according to the journey ticketed.
Waiver Code Error	Ticket has been issued with the application of an incorrect or previously used waiver code that permits a deviation from a fare condition/rule.

ADM Fee/Charge

AREA OF SALE		ADM FEE/CHARGE
AUSTRALIA, KIRIBATI	NAURU,	AUD 35.00 per ticket
OTHER		USD 20.00 per ticket

ADM Disputes

ADM's are issued via BSPlink. The issuing agent may receive an ADM via Billing and Settlement Plan (BSP).

Ticket issuing agent may dispute ADM's via the dispute ADM function in BSPlink only. When disputing an ADM, the issuing agent should supply all relevant supporting documentation such as screenshots, emails to expedite the dispute analysis and assist in validating the claim.

Agency Credit Memo (ACM) Policy

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When an Agency Credit Memo may be issued

Nauru Airlines accepts ACM requests submitted via BSP Link for commission claims only.

One ACM request should be made for each commission claim. Commission claims for multiple tickets within one ACM request are not permitted.

The requesting ticket issuing agency should deduct ACM Fee from the requested ACM at the time of request. ACM requests received that are erroneous (including where an ACM request is made for multiple tickets) will be rejected.

Commission claims cannot be entertained where tickets were issued more than 12 months prior to the ACM request date.

ACM Fee/Charge

AREA OF SALE		ACM FEE/CHARGE
AUSTRALIA, KIRIBATI	NAURU,	AUD 35.00 per ticket
OTHER		USD 20.00 per ticket