



The Pan African Airline

ASKY ADM POLICY

ASKY Agent Debit Memo Policy

As per IATA Resolution 850m, ASKY is actively informing travel agencies about the updated Agent Debit Memo (ADM) issuance policy, which took effect from **August 1st, 2023**.

All flight segments operated from August 1st, 2023, onwards will be subject to an audit, in accordance with the points listed below. Travel agencies are responsible for all flight segments added to their PNR, whether by themselves or by any other entity, including the airline ASKY in case of flight schedule changes. Travel agencies are required to perform daily monitoring of their active records and remove flight segments that may generate unnecessary GDS costs.

1. **Abuse of Booking:** To maintain fairness in the booking process, ASKY strictly prohibits certain reservation practices. If any prohibited practices are detected, including the following, ASKY reserves the right to impose penalties of **10 euros** in the form of Agent Debit Memo (ADM) and may restrict access to flight displays :
 - Creating flight segments on the day of departure but failing to issue them.
 - Creating flight segments for group PNRs on the agency's office ID.
 - Creating flight segments without ticket and failing to remove those segments from the PNR at least 24 hours before departure.
 - Creating duplicate flight segments in same PNR.
 - Protecting flight segments with fictitious ticket numbers or SSRs.
 - Void ticket and failing to remove the affected segments from the PNR at least 24 hours before departure

2. **Income Dilution :** Any sale or manipulation of ASKY flight inventory resulting in revenue dilution will result in re-invoicing in the form of ADM, corresponding to the amount of the dilution plus a 25 percent surcharge.

3. **Voided Tickets Abuse :** To discourage the excessive voiding of tickets, ASKY will apply an ADM of **1.5 euros** for each voided ticket beyond the tolerated threshold. Travel agencies should aim to keep voided tickets below 15% of the total tickets issued.

ADM Issuance Period:

Agent Debit Memos (ADMs) will be generated through the BSP (Billing and Settlement Plan) upon the identification of irregularities. The issuance will be applicable at the end of the current billing period.

For **non-IATA travel agencies**, the ADMs will be submitted via email, and access to ASKY's flight inventory will be granted once the outstanding amount is paid at any of ASKY's offices or through their designated bank account.

Dispute Resolution Period:

In alignment with IATA Resolution 850m, ASKY will send ADMs via BSPlink without imposing any financial consequences for the first 15 days. After this period, if no response is received, the ADM will be automatically debited through the BSP. ASKY will respond to contested ADMs within 60 days, providing a clear explanation for the acceptance or rejection of the dispute.

Contact Information :

The e-mail address to contact for ADM/ACM questions and issues is:

helpdesk@flyasky.com