



Agent Debit Memo (ADM) Policy for Lufthansa German Airlines

(IATA-Reso 850m)

Dear Travel Agent Partner,

This document shall provide you with a transparent overview of the circumstances under which an ADM will be issued in compliance with tariffs, rules, general conditions of carriage and other instructions provided by Lufthansa, IATA and the GDS.

Infractions made and/or not corrected will result in an Agency Debit Memo (ADM), as per IATA-Reso 850m.

ADMs are a legitimate accounting tool for use by all BSP Airlines and are used to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Traffic Documents issued by or at the request of the Agent, such as fares, taxes, commission, refund, re-issue or similar.

ADMs may also be issued for adjustment of transactions concerning reservations, no-shows and for administration fees.

Lufthansa Policy and Procedures

- Lufthansa will provide ADMs through BSP *link* on a daily basis. In general, a PDF-file will be attached to the ADM, where each individual position of the ADM is described in detail. It is recommended to store and use this document as reference for any further action, since it contains additional relevant information not shown in the BSP *link* own format.
- Any ADM position relates to a specific transaction. Lufthansa ADMs may be issued for a maximum number of 99 individual positions (document numbers). For each position detailed information will be provided on the PDF-document in BSP *link*.
- When more than one ADM is raised in relation to the same ticket, the reason for each adjustment will be specified.
- Lufthansa will always provide on an ADM the name of a contact person (usually originator of the ADM) and/or department with phone number and/or E-Mail address on any ADM.



- A administration fee of will be levied for every ADM, irrespective of the number of positions included in the ADM. This ADM-fee is part of the ADM. Kindly contact your local LH counterpart for information regarding the amount charged in your country in local currency.
- Lufthansa will raise ADMs only when the total value exceeds 10,- EUR. However, exceptions to this may apply, for example (not limited to) for correction of Taxes or unauthorized deduction of Commission.
- In general, ADMs are issued for ticket related transactions, including reservations transactions prior to ticket issuance as well as ticket usage.
- ADMs for Reservation Manipulations are created in accordance to IATA Resolution 830a. The respective Compensation Fee can be found in the attachment to this Policy (please see last page).
- Lufthansa may issue ADMs also beyond the 9 month after last travel date stated in Reso 850m, provided the claim has not statute-barred, as this represents the most efficient procedure for both, Travel Agent and Lufthansa. In case of disagreement, you can provide your eventual rejection within 15 days through BSP *link*. The billing is than processed outside BSP through an invoice.
- In case of voluntarily closed Travel Agencies (e.g. subsidiaries), Lufthansa will issue ADMs to the respective Head Offices or other Branch Offices, in case known to LH. Otherwise, an invoice will be sent to the closed Agency.
- Lufthansa accepts the justified rejection (dispute) against an ADM in accordance to the IATA-Resolution 850m. This can be processes through BSP-link within 15 days after ADM has been posted.
- In case of ADM dispute, the clarification takes place within a maximum of 60 days.
- Lufthansa reserves the right to amend or change these ADM policies at a later date. Agents will be informed of any such changes in advance.



Attachment I to LH-ADM-Policies & Procedures

Overview of Fees currently levied as Compensation for proven Errors and/or Manipulation of Reservations (Status January 2014):

Inactive Segments, Fictitious Names, Speculative Bookings, TTL-Bypass with fake ticket number or churning, TTL-Bypass with fake ticket number or churning, Hidden Groups

EUR 5,- per Passenger and Segment

No shows without ticket, with ticket refunded or voided

EUR 10,- per Passenger and Segment

Fee for Reservation Manipulation „Married Segment Break“

Economy Class (Cont):

EUR 150,- per Passenger and Break of the originally requested O&D

Economy Class (InterCont):

EUR 250,- per Passenger and Break of the originally requested O&D

Business Class (Cont):

EUR 250,- per Passenger and Break of the originally requested O&D

Business Class (InterCont):

EUR 400,- per Passenger and Break of the originally requested O&D

Lufthansa reserves the right to implement further audit and/or change the value of the compensation fee at any time. Agents will be informed of such changes