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## Glossary

<b>ACM</b>	– (Agency Credit Memo) a document which is sent by Agent to Carrier in case of a debt owed by Carrier to Agent;
<b>ADM</b>	– (Agency Debit Memo) a document which is sent by Carrier to Agent in case of a debt owed by Agent to Carrier;
<b>ADM Disputing</b>	– a reasoned Agent's disagreement with the cause of ADM issuance directly or via BSPLink;
<b>Agent</b>	– a physical or legal person with one or several sales points, necessary equipment and personnel for organizing air transport services booking and sales;
<b>Agent's commission</b>	– an amount to be remitted to Agent as payment for the services rendered to Carrier;
<b>Billing and Settlement Plan (BSP)</b>	– a method of providing and issuing Standard Traffic Documents and other accountable forms, and of accounting and settling accounts between, on the one part, the Carriers participating in a BSP and, on the other part, accredited Agents, as further described in the Passenger Sales Agency Rules and in Resolution 850 - Billing and Settlement Plans, and its Attachments;
<b>BSPLink</b>	– an internet-based system developed for IATA and operated in order to provide Agents and Carriers with access to the information pertaining to their participation in BSP, as well as facilitate exchange of information on a one-to-one basis between Carriers and Agents;
<b>Carrier ADM policy</b>	– a list of violations of Fare Rules, reservation/sales and other carrier regulations and penalties related thereto;
<b>Fare Rules</b>	– rules of fare application published by Carrier in GDS for use by Agents when booking and ticketing;
<b>Fictitious bookings</b>	– bookings created using fictional names with no intention to travel, created for the purpose of testing or blocking places;
<b>GDS</b>	– Global Distribution System;
<b>IATA</b>	– International Air Transport Association;
<b>Inactive segment</b>	– segments in PNR with status code HX/UN/UC/NO/HL;
<b>Passive segment</b>	– any booking with status code corresponding to passive codes;
<b>PNR (Passenger Name Record)</b>	– a record in the database of a computer reservation system that contains the itinerary for a passenger;
<b>Test bookings</b>	– bookings created using fictitious names for the purposes of pricing, testing any services, for training purposes and other purposes.

## 1 Introduction

- 1.1 In accordance with the IATA Resolution 850m Joint Stock Aviation Company "RusLine" (Airline code 7R, accounting code 362) is publishing ADM policy for agents in all BSP. The purpose of this document is to make all the circumstances under which ADMs will be raised clear to all agents.
- 1.2 Agents shall be responsible for booking and ticketing in compliance with Fare Rules and Carrier's regulations currently in force.
- 1.3 The level of Agents' responsibility for violations in the sphere of booking and ticketing is described in Section 5 hereof.

## 2 General Provisions

- 2.1 The Carrier shall issue ADM to recover losses incurred by it due to Agents' misconduct when booking and ticketing, during settlement for sales of tickets and services, as well as to make adjustments to Agent transactions in respect of the issuance and use of Standard Traffic Documents issued by.
- 2.2 In case of systematic violations (two or more) Carrier shall be entitled to cancel the authorization of Agent.

## 3 ADM Currency

- 3.1 ADM will be issued in the currency of the ticket report. Recalculation of tickets issued incorrectly shall be done using IATA exchange rate effective on the date of ticket issuance. IATA exchange rate effective on the day of ADM issuance shall be only applied to calculation of penalties.

## 4 Penalties Application Procedures

- 4.1 ADM shall be raised through BSPlink.
  - 4.1.1 Within 9 months of the final travel date or, when the final date cannot be established, settlement shall be based of the expiry date of the ticket.
  - 4.1.2 Within 9 months after ticket refund has been made by the Agent.
- 4.2 If ADM is issued beyond this 9-month period, any transactions connected with it, including issuance, shall be handled directly between the Carrier and the Agent.
- 4.3 Any ADM relates to a specific transaction only, and will not be used to group unrelated transactions together; however, more than one charge can be included on one ADM if the reason for the charge is the same.
- 4.4 No more than one ADM will be raised in relation to the same original ticket issuance. However, more than one ADM may be raised in relation to the same ticket if it is specified for a different adjustment to previous issues.
- 4.5 Administrative fee for ADM issuance will be applied in accordance with paragraph 5 and will be shown and explained in the same ADM document as a tax with YY code.

## 5 Violations and Penalties

№	Violations	Penalties	
		Cost recovery fee charges	Administrative fee
1	Creation of fictitious, test bookings and entering fictitious names in PNR.	—	15% of the total ticket's amount as per standard economy class fare per each segment (per each passenger).

№	Violations	Penalties	
		Cost recovery fee charges	Administrative fee
2	Creation of duplicated or multiple bookings for one passenger for the same flight. Creation of Multiple bookings (more than 3 consecutive times during 2 hours) for 1 flight without the ticket issuance less than 3 days before the flight.	–	15% of the total ticket's amount as per standard economy class fare per each segment (per each passenger).
3	Incorrect application of fares/fees/ discounts or Fare Rules by the Agent.	Amount of fares or fees difference	25% of the amount of fares or fees difference per each segment (per each passenger).
4	Groundless involuntary ticket refund/exchange or failure to charge the passenger in case of voluntary ticket refund/exchange.	Amount of registered charges.	25 % of the amount of unpaid charges per each segment (for each passenger).
5	Incorrect levying of penalties or other amounts in connection with involuntary ticket refund/exchange or failure to remit any penalty to the Carrier.	Amount of loss.	10% of the total ticket's amount per each segment (per each passenger).
6	Time limit established by the Agent in GDS with violation of reservation rules and failure to return seats according to the Carrier's rules.	–	15 EUR per case.
7	Application of a form of payment not approved by Fare Rules.	Amount of loss.	15 EUR per case.
8	Voiding of tickets more than one hour after issuing, when tickets issued on the day of departure or one day before the travel.	Amount of loss.	15 EUR per case.
9	Ticket revalidation (without due cause or written approval from the Carrier).	–	15 EUR per case.
10	Ticket issued with violation of minimum connection time determined by the reservation system, which resulted in the situation when the passenger was late for the subsequent flight.	Amount of loss.	10% of the total ticket's amount of the relevant booking class per case.
11	Discrepancy between booking class in PNR and the applied fare registered for such class.	Amount of loss.	10% of total ticket's amount as per standard economy class fare per case.
12	Failure to provide a passenger with the correct information about the fare, fare rules, passenger and baggage carriage rules and the services to be rendered to the passenger (penalties shall be applied in case of a claim).	Amount of loss.	15 EUR per case.
13	Ticketing without actually confirmed seats except in case of the Carrier's approval.	Amount of loss.	10 % of the booked ticket per case.
14	Failure to refund the correct amount to the passenger in case of ticket cancellation that resulted in a claim (technical failure; the lack of funds).	Amount of loss.	25% of the total ticket's amount per case.
15	Change of surname/name in individual PNR except in cases of surname/name misspelling due to translation and except when the changes are approved by Fare Rules, except in case of the Carrier's approval.	–	10% of the total ticket's amount per case.

№	Violations	Penalties	
		Cost recovery fee charges	Administrative fee
16	Creation / modification of booking entries (PNR) without contact information of the passenger if the Agent failed to inform the passenger about schedule changes /flight cancellation and thus caused losses incurred by the Carrier and/or filing of claims by the passenger and/or authorized authorities against the Carrier.	Amount of loss.	15% of the total ticket's amount per each segment (per each passenger).
17	Ticket refunded without a seat withdrawal in GDS (in case of refund and reissue).	Amount of loss.	10% of the fare per each passenger in PNR.
18	Ticketing for transfer/connected flights not in the same PNR, the penalty charge will be applicable to the Agent in case of a claim submission by the passenger due to incorrect ticketing.	Amount of loss.	20% of the total ticket's amount per each segment (per each passenger).
19	Late report and/or transfer of funds against MCO, excess baggage and other similar receipts.	Amount of loss.	25% of amount indicated in the billing document.
20	Incorrect Agent's commission amount calculation.		15 EUR per each segment (per each passenger).
21	Keeping of seats in GDS (freezing of seats) without making a booking less than 48 hours before the flight.	–	15 EUR per each segment (per each passenger)..
22	Late cancellation of inactive segments with status HX/UN/UC/NO/HL (inactive segments should be cancelled at least 24 hours prior departure).	–	15 EUR per each segment (per each passenger)..
23	Creation of passive segments.	–	15 EUR. per each segment (per each passenger).
24	Ticketing without Carrier's approval of Special services requirement (SSR), that requires mandatory approval.	Amount of loss.	15 EUR. per each segment (per each passenger).

## 6 Procedures for ADM Disputing

- 6.1 Rules presented below are mainly based on IATA Resolution 850m.
- 6.2 An Agent shall have a maximum of 15 days in which to review and dispute an ADM prior to its submission to BSP for processing. When ADMs are disputed prior to their submission to the BSP for processing, such ADMs will be recorded as disputed, and will not be included in the Billing.
- 6.3 All disputes are to be settled by the Carrier within 60 calendar days of ADM receipt.
- 6.4 An ADM that has been included in the BSP billing will be processed for payment. Any subsequent dispute of such ADM, if it is upheld by the Carrier, will be dealt with directly and where applicable may result in the issue of an Agency Credit Memo (ACM).
- 6.5 If the Carrier rejects the dispute, an explanation of the reason will be communicated to BSP Agent.

6.6 When disputing ADM Agents should provide the Carrier with all supporting documentation via BSPlink or to the e-mail address: [ovr@rusline.aero](mailto:ovr@rusline.aero), [to@rusline.aero](mailto:to@rusline.aero), [e.ermakova@rusline.aero](mailto:e.ermakova@rusline.aero)

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