



THE AMENDMENT OF AGENCY DEBIT MEMO POLICY & PROCEDURES FOR TRAVEL AGENCIES IN BSP

Refer to our JALNEWS JKTSSP/JN-017 dated 20SEP 2017 we would like to amend Agent Debit Memo (ADM) Policy.

In accordance to IATA Resolution 850m, Japan Airlines [JL] hereby provides its Agency Debit Memo [ADM] Policy to be applied in BSP.

Details as below:

1. General

JAL will raise ADMs to collect amounts or make adjustments to agent transactions in respect of the issuance and use of BSP Standard Traffic Documents in ticketing/EMD, reissues and refunds. When penalty charge is clearly mentioned, we issue ADMs based on the amount.

2. Scope

In ticketing/EMD, reissues, refunds with automated and/or manual fare quotes of all fare elements for published and private fares validated on JL.

The scope covers but is not limited to;

- Fuel surcharges
- Taxes and/or any government or local authority charges
- change fees, refund fee and/or applicable charges stated as part of the ticketing conditions or specifically informed by JAL.
- Charge back cases or using unacceptable Credit Card defined on IATA Resolution 890
- Newly created PNRs or updated PNRs
- Commission: Ensuring correct commission or recall commission has been applied correctly.

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3. Violation of ticketing

3.1 JAL will issue ADM and claim USD50 as penalty charge per passenger for following violations, in addition to fare difference.

- Required ticket fields

For missing required inputs such as Endorsement box, conjunction ticket number, the original ticket number, etc.

- Tour code

For missing/incorrect/invalid Tour Code.

- Ticketing Method

For not applying the ticketing method specified by Ticketing Instruction or fare rule.

- Inappropriate Use of JAL Validation

For usage of 131 CIP when JL is not included in the itinerary.

- Incorrect Carrier use

For including carriers or code share flights when the fare rule/ticketing instruction does not allow.

- Ticketing Incomplete Itinerary

For issuing with WL or open segments when the ticketing instruction and/or fare rule does not allow.

- Abusive or Fraudulent Ticketing

For disregarding fare rules/JAL ticketing instruction such as using incorrect class or different class from the PNR, WL sector as HK, hidden city, beyond-destination and cross border, etc.

- Ticketing Passive Segments

For issuing passive segments not substantiated by the corresponding active segments.

- Unacceptable Credit Card

For charge back cases or using unacceptable Credit Card.

- Fictitious Ticketing

For manually inserting a fictitious or previously used ticket number that does not match with passenger and/or existing itinerary in the PNR.

- Stopover Violation

For failing to collect applicable stopover fee or for ignoring the stopover restriction.

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3.2

We will not accept Agents own card or any physical cards, virtual cards and Virtual account numbers issued in the name of the Travel Agent or someone acting on Behalf of the Travel Agent. Upon violation a penalty of 10% will be imposed on the transacted amount paid by the Travel Agent through alternative transfer methods. This pertains to IATA Resolution 890.

4. Violation for booking

When the corresponding action is detected, ADM will be issued according to the amount specified for each item.

Item	JAL international Booking policy	Description	Penalty Charge
Duplicate Bookings	Article1	For booking multiple seats on the same or conflicting flights on single or multiple PNRs for a same passenger.	USD50 Per segment /per passenger
Fictitious name	Article2	For fraudulent, fictitious or speculative bookings.	USD50 Per segment /per passenger
No Show	Article3	For failure to use confirmed space booked in your CRS	USD50 Per segment /per passenger
Invalid Name Change	Article4	For changing/correcting passenger name field.	USD50 Per segment /per passenger
Churning	Article5	For repeatedly cancelling/booking same itinerary in the same or different classes on one or more PNRs.	USD50 Per segment /per passenger

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Married Segment Control Violation	Article6	For intentionally breaking Married Segment Control	Difference in fare will be charged between the highest applicable normal published fare of the applicable cabin and the fare collected. Per segment /per passenger
Forced Reservations	Article7	For manually forcing reservation	USD500 Per segment /per passenger
POC violation	Article8	For creating segments not in the right booking sequence	USD500 Per segment /per passenger
Incorrect Usage Of Booking Class	Article9	For not issuing in booking class specified by the fare, or for issuing in different booking class than the PNR.	USD50 Per segment /per passenger
Fictitious Booking	Article10	For fictitious bookings.	USD50 Per segment /per passenger
Scattered booking	Article11	For making group bookings in multiple PNRs	USD50 Per segment /per passenger
Secure Flight Passenger Data	Article13	For failure to register SFPD	USD50 Per segment /per passenger
Disregarding Cabotage	Article15	For disregarding the cabotage rule issued by	presented

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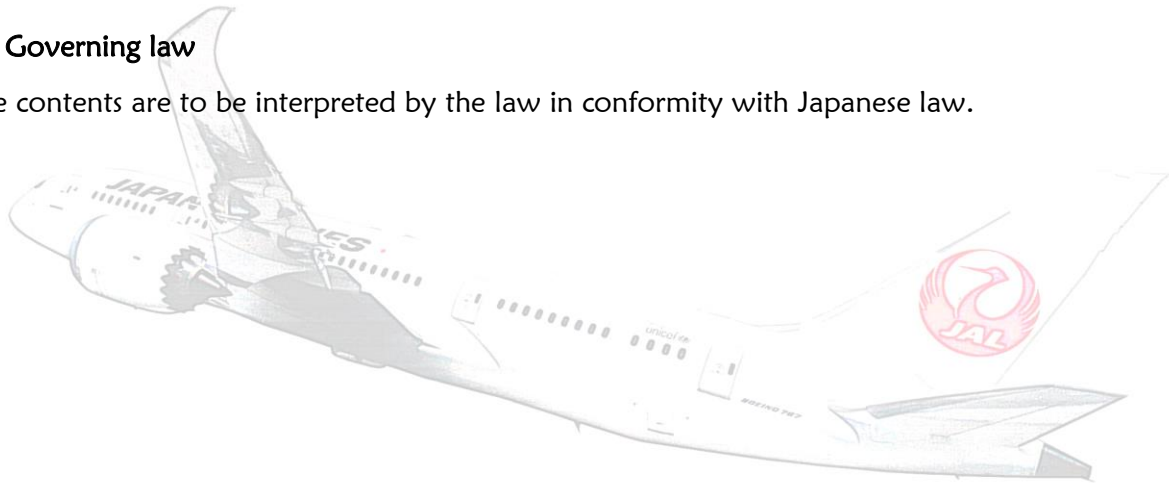


5. Processing of ADMs

- BSP Link is exclusive medium through which ADMs must be billed and disputed.
- ADMs will be issued through BSP Link within 9 months of final travel date or refund date of the related STDs.
- JAL will provide specific details as to why the ADM is raised.
- Agent shall have a maximum of 15 days to dispute an ADM through BSP Link prior to its submission to BSP for processing.
- All disputes must be addressed and submitted with detailed information including supporting documents.
- JAL will revert within 60 days via BSP Link stating acceptance or denial of the dispute with clear explanation.
- Disputed ADMs will not be settled through BSP during the review.
- If no disputes are raised, ADMs will be settled by the next BSP remittance.

6. Governing law

The contents are to be interpreted by the law in conformity with Japanese law.



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