

Debit Memo Policy for Travel Agents

1. Introduction

Air Transat Agency Debit Memo (ADM) policy is to ensure that fare rules and other agreements between the Travel Agent and Air Transat are respected and if not, settle the difference in an adequate and logical way.

Audits and checks are performed on TS 649 documents.

2. Legal base

In accordance with IATA resolution 850m, ADMs are a legitimate accounting tool for use by Air Transat and is only used to collect amounts or make adjustments to agent transactions in respect of the issuance and use of 649 Standard Traffic Documents issued by or at the request of the Agent.

Alternative uses of ADMs may exist provided that the agreement exists between Air Transat and the Agent.

3. Issuance of ADM

Transactions subjected to audit are:

- Documents issuances with automated or manual fare quotes, after sales transactions (exchanges) and refunds;
- All fare elements for published and negotiated programs (including Private, Tour Operator and Group fares and conditions);
- Booking procedures;
- Baggage allowance.

All fare rule elements are subject to audit including application of the fuel and currency surcharges, commissions/discounts if applicable, baggage allowance and taxes.

In case deviations of the fare rules are found on tickets during the audit process, Air Transat will generate ADMs corresponding to the difference between the applicable fare and the applied fare.

Air Transat is committed to provide clear and specific information as to why the charges are being made.

Air Transat can issue more than one ADM for one original ticket when the ticket combines multiple unrelated fare discrepancies.

4. Irregularities and Waiver codes

Air Transat applies specific commercial instructions in case of irregularities. Reissues or refunds not in accordance with fare rules can be authorised in such cases (i.e. flight cancellations, weather conditions). Air Transat establishes a list of waiver codes proper to each case. The Agent is responsible to obtain such waiver code by contacting Air Transat and to include it on the Endorsement box of the reissue document or the refund.

The absence of a waiver code will result in an ADM issuance.

5. Minimum value for the issuance of a single ADM

The minimum amount for which an ADM is issued is CAD \$5.00 (or equivalent in local currency).

In case of persistent practises of under-payment (multiple occurrences of underpayments of less than CAD \$5.00 or equivalent in local currency) by the same IATA, Air Transat reserves the right to recover these underpayments by sending an ADM.

6. ADM Administrative fee and fixed fees

A fixed amount of CAD \$10.00 (or equivalent in local currency) is added to each ADM for documents issued effective June 1, 2014. Where ADMs are withdrawn by Air Transat, any administration fee that may have been levied will be withdrawn or refunded to the Agent.

In case of incorrect or missing baggage allowance on the ticket, an ADM will be sent for a fixed amount of CAD \$50.00

7. ADM process in BSP

In compliance with IATA resolution 850m (except for the USA):

An ADM will be sent out by Air Transat via BSP-Link within nine months of the final travel date.

ADMs referring to refunds can be sent out within nine months after such refund has been made by the Agent. Any debit action initiated beyond this delay will be agreed upon directly between Air Transat and the Agent and ADM will not be issued via BSP.

Air Transat will send ADMs via BSP-Link with no financial consequences during the latency period (30 days or period fixed by the local BSP-Link organisation)

An Agent will have 15 days after the receipt to dispute the ADM. Disputes can only be done via BSP-Link. Please attach any enclosures via BSP-Link as this will ensure an optimal service from Air Transat.

When making a dispute, a valid and clear justification must be provided at all times in the «Dispute Reason» box, otherwise the dispute cannot be handled. Responsible behaviour in case of ADM disputes is required from both the Travel Agent and the Airline.

Please mention the Agent's contact details in the dispute (email or phone).

Air Transat will settle the dispute within 60 days of receipt giving a clear explanation of acceptance or denial of the dispute.

Should Air Transat reject a dispute and the Agent wants Air Transat to re-investigate by providing additional information, the agent is requested to respond to Air Transat within a reasonable time by writing to gdsperception@transat.com

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 AIR TRANSAT, will be dealt with directly and where applicable may result in the issue of an Agency Credit Memo (ACM)

8. Contact information

The email address to contact for ADM/ACM questions and issues is:

gdsperception@transat.com