



SALES CIRCULAR GSO14/0626 / SN146/010626

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Reminder on Best Practices for ADM Disputes via BSPlink

Dear Trade Partner,

SIA would like to remind Trade Partners of the recommended best practices for disputing Agency Debit Memos (ADM) through BSPlink.

To support timely investigation and resolution, trade partners are strongly encouraged to:

- Review ADMs promptly upon receipt in BSPlink and submit any dispute within the applicable review period
- Where possible, raise disputes before the ADM is processed for billing and settlement, using the BSPlink dispute function for pre-billing cases
- Include complete supporting documents and relevant details when submitting a dispute to facilitate review
- Avoid waiting until after billing to raise disputes via Post Billing Disputes (PBD) in BSPlink or offline channels, as post-billing disputes may require longer processing time due to additional review or bilateral follow-up

While PBD or offline disputes may be used where necessary after billing, these should be treated as exceptions rather than standard practice.

Timely submission of disputes within the review period helps avoid unnecessary follow up review post ADM settlement and facilitates more efficient resolution for both agents and airlines.

Should you have any queries, please feel free to reach out to your Account Manager.

Alternatively, you may email sghk_salesops@singaporeair.com.sg.

Yours sincerely,

Passenger Sales Hong Kong, Singapore Airlines