

ADM POLICY

Dear Trade Partners

Singapore Airlines (SIA) hereby publishes its policy on Agency Debit Memos (ADMs) to make clear the circumstances under which ADMs will be issued and guidelines that SIA applies.

1. Scope:

1.1. ADMs will be issued for the following:

1.1.1. To recover short collections/make adjustments to Travel Agent transactions related to the issuance & use of SIA traffic documents, issued by, or at the request of the Agent, regardless of which airline is included in the itinerary of the SIA traffic document.

1.1.2. To recover the cost incurred due to unproductive bookings and improper practices performed by the Agent.

2. SIA's Practice

2.1. ADMs will be issued to agents for

2.1.1. Non-compliance with fare rules and ticketing conditions, including but not limited to short collection on fares and taxes, non-collection of penalty fees, etc.

2.1.2. Unproductive bookings and improper practices, including but not limited to passive segments, inactive segments, fictitious/ speculative bookings, training/ test bookings, excessive waitlist segments, duplicate bookings, churning of PNRs, etc.

2.2. ADMs will only be submitted for processing through the BSP/ARC to adjust sales if issued within 9 months of final travel, or when the final travel date cannot be established, the expiry date of the document. To adjust refunds, an ADM will only be issued within 9 months of the BSP/ARC remittance date on which the refund was settled.

2.3. ADMs may include more than one transaction if the reason for the charge is the same and details will be provided with the ADM.

- 2.4. If an ADM is raised for non-compliance with fare rules, the general principle applied is to raise the fare to the next applicable fare, which may be an IATA/ARC published fare.
- 2.5. If an ADM is raised for unproductive bookings and improper practices, the general principle applied is to either to charge the exact cost incurred for the booking, or a fixed amount to cover both the exact cost of the booking and the expenses incurred to detect the unproductive bookings or fraudulent practices.
- 2.6. More than one ADM in relation to the same original ticket will only be issued if different, unrelated charges apply. (This does not apply when an ADM is cancelled and raised again for the same reason but for a different value).

3. SIA expects travel agents:

- 3.1. To train their staff in ADM procedures, their purpose and the dispute period that exists.
- 3.2. To update the contact details of their staff who are to receive and process ADM.
- 3.3. To train their staff to extract ticket related information from various sources available to the agents without requesting SIA for the said information.
- 3.4. To ensure that when an ADM is disputed, the relevant supporting information is either attached to the dispute in BSPLink or ARC.
- 3.5. Not to dispute an ADM where the reason is valid and evidence to the contrary is not available.

4. SIA Policy:

- 4.1. SIA wants to address causes that give rise to ADM issuance and for this reason the airline will contact an agent if the volume and types of errors of that agent's transactions are deemed to be above average or are recurrent. SIA will attempt to address these issues bilaterally with the agent concerned.

SIA Americas

13 March 2025