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AGENCY DEBIT AND CREDIT MEMO (ADM / ACM) POLICY - MALAYSIA	Revision No. : 2

Please be informed that Malaysia Airlines will implement the following Agency Debit and Credit Memo (ADM / ACM) policy to Travel Agents within Malaysia. This purpose of this policy is to make clear the circumstances under which ADMs will be issued and the guidelines that Malaysia Airlines will apply.

This policy supersedes previous policy published and is valid from 15th April 2015 until further notice.


1.0 Agency Debit Memo (ADM) Issuance

Malaysia Airlines will issue ADM through BSPLink within nine (9) months of the final travel date or if the final travel date cannot be established (such as Open dated ticket), the expiry date of the document. In the case of refund transactions, Malaysia Airlines will issue an ADM within nine months after such refund has been made by Travel Agent.

If there are any cases beyond the above period, Malaysia Airlines will communicate directly with agent and obtain written confirmation from Travel Agent before an ADM is issued in BSPLink.

Malaysia Airlines will endeavour to provide as much information as possible on an ADM to ensure it is specific in its detail about the reason that a charge is being made. Travel Agents will be issued with ADMs for each specific transaction. However, ADMs may include more than one (1) transaction if the reason for the charge is the same for the same Travel Agent.

If Malaysia Airlines issues an ADM for non-compliance of fare rules, the general principle applied is to raise the fare to the next higher fare level. ADM will also be issued to collect amounts where tickets have not been issued.

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2.0 Usage Of ADMs

Malaysia Airlines will issue ADMs to collect amounts or make adjustment to Travel Agents related to:

- a. Travel Agents short collection / ticketing violations detected during Audit
- b. Travel Agents ticketing errors
- c. Short collection of applicable transportation taxes, fees and charges during ticketing
- d. Over claimed of commission during ticketing
- e. Sales not reported
- f. Credit card chargeback
- g. Short collection of applicable penalty fees in related to refund and re-issuance of tickets
- h. Recall of commission from Travel Agents for refunded tickets
- i. Refund violations such as duplicate refund, over refunded amount, refund of non-refundable tickets and refund of expired tickets
- j. Re-issuance violations such as re-issuance without endorsement of other airline tickets and wrong tickets used for exchange during the re-issuance
- k. Violations on the specific ticketing fare rule such as minimum / maximum stay violations, stopover violations and unauthorized fare used such as Seamen fare to issue to normal FIT passenger
- l. Insufficient documentations submission such as GOM Warrant and Student Visa
- m. Fictitious ticketing and passive booking such as Travel Agents made bookings when no definite passenger exist
- n. Reservation Booking Designator (RBD) violation where there is a mismatch between ticketed and booked RBD
- o. Non-materialisation of group travel

The above summarizes Malaysia Airlines policy for key audit areas but should not be construed as complete and final.

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3.0 Ticket Plate (CIP) Restriction

In line with IATA resolution 017ha Fare Selection Criteria the issuance of ticket using Malaysia Airlines ticket plate shall be as follows:

MH ticket plate **MUST** be used if the fare selected for the journey is MH published fare.

Exception:-

MH fares may be plated on virtual airlines ticket plate provided relevant agreement exist.

If the fare selected for the itinerary is other than MH published fare, MH ticket plate may be used when MH participation in carriage is **MORE** than 45% of the entire journey.

Failure to comply with this restriction, Malaysia Airlines will issue an ADM based on the next lowest applicable published fare plus the ADM Fee for CIP violation.

4.0 ADM Minimum Value


All ADMs issued should carry a minimum value of MYR 10. However, Malaysia Airlines has the right to accumulate tickets with the same type of violation into one (1) ADM and issued it to Travel Agent if the amount is below the minimum value.

If the ADMs are issued due to recall of commission or insufficient documentations submission, no minimum value will apply.

5.0 ADM Disputes

Travel Agents are given a maximum of fifteen (15) days to review and dispute an ADM through BSPLink prior its submission to BSP for processing. In a case where Travel Agent did not dispute the said ADM, it will be billed automatically to the Travel Agent.

Dispute via BSPLink will be investigated and settled by Malaysia Airlines within sixty (60) days from the date of receipt of the dispute. Travel Agents are required to furnish

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supporting documents to support the dispute. If Malaysia Airlines found that the information furnished are not sufficient, the dispute will be rejected.

For subsequent dispute of billed ADM, Travel Agent may request the cancellation of the ADM via ACM through written communication to Malaysia Airlines. However, the request must be made within one (1) year from the date of ADM issuance. Malaysia Airlines will not entertain any request beyond this period.

6.0 Agency Credit Memo (ACM) Request

Travel Agents are permitted to request for ACM from Malaysia Airlines within one (1) year of ticket validity. Malaysia Airlines has the right to deny the request beyond this period. Travel Agents are required to provide supporting documents for the ACM request.

7.0 Usage of ACM


- a. Cancellation of ADM
- b. Correction of Travel Agents' ticketing (related BSP documents only) such as commission omitted by agents during ticketing
- c. Correction of Travel Agents' refund error (related to BSP documents only) such as short payment of refunds
- d. ACM originated by IATA for BSP fees

8.0 Administrative Fees

8.1 ADM Fee

Malaysia Airline will apply an ADM fee of MYR 30 per ticket. This fee will be incorporated in the same ADM document.

For violation of incorrect use of Malaysia Airlines CIP, the ADM fee is MYR100 per ticket.

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The ADM fee varies according to countries and Malaysia Airlines local office will communicate such amount accordingly to the Travel Agents.

8.2 ACM Fee

Malaysia Airlines will apply an ACM fee of MYR 75 per ticket for request of ACM due to ticketing or refund error made by Travel Agents. ACM administrative fee is also applicable for ACM issued due to waiver given by Malaysia Airlines on the valid ADMs.

9.0 Travel Agents Responsibility


- 9.1 Practice the correct ticketing procedures that are compliance with Malaysia Airlines booking and ticketing policy in order to avoid ADMs
- 9.2 Understand the ADM procedures, the purpose of the ADMs and the dispute period that exists
- 9.3 When an ADM is disputed, Travel Agents should ensure the response is specific in detail and relevant supporting documents are attached to the dispute in BSPlink
- 9.4 Travel Agents should not dispute an ADM that is valid and evidence to the contrary is not available.

10.0 Contact and Information Requests

All ADMs disputes and requests for supporting or additional information should be send to the below email address.

Email address: salesadt@malaysiaairlines.com

For other matters, Travel Agents can dispute directly to the email address as indicated in the Airline Contact in the ADM.

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Malaysia Airlines reserves the right to inhibit a Travel Agent's ability to view, book and ticket Malaysia Airlines inventory due to frequent violations of the booking and ticketing policy and failure to pay any outstanding fee(s).

Malaysia Airlines also reserves the right to revise the amount and amend the ADMs issuance process with or without prior notification.

Thank you.