

Air Tanzania Booking & ADM Policy

Introduction:

Air Tanzania are striving to minimize operating costs to attract and motivate air travel through affordable fares. Cost efficiency is therefore a key success factor that the industry must pursue to ensure sustainability. Therefore, Air Tanzania will issue ADMs/invoices to collect amounts or make adjustments to all Travel Agents and Staff transactions related to the bookings, ticketing, sales and refund as per IATA res 850M.

This policy applies to all GDS subscribers including travel agents and any person or entity accessing Air Tanzania internal reservation system content via the Internet or any other electronic means. It is the responsibility of the GDS subscribers to ensure that all of its employees, agents and contractors, in all of its locations are familiar with this policy

1.0 ADM Issuance Process

In compliance with IATA resolution 850M:

- 1.1 ADM will be raised on ATCL (197), issued by, or at the request of the agent, regardless of which airlines are included in the itinerary of the TC traffic document. ATCL mandates 100% e-ticketing issuance.
- 1.2 ADMs will be issued for each specific transaction; however, more than one transaction can be included in one ADM if the reason for the charge is the same for the same agent.
- 1.3 For GDS misuse, ADMs will be raised if the total misuse amount of the billable misuses, listed herein (Duplicate Cost, Churning Cost, Fake name Cost, Invalid Flight Number Cost, Inactive Bookings costs, Invalid Class of Booking Cost, Other Misuse Costs.), equals or exceeds USD Fifty (\$50) in any single audit month. The amount is subject to revision.
- 1.4 If ATCL raises an ADM for non-compliance with fare rules, the general principle applied is to raise the fare to the next applicable fare.
- 1.5 ATCL will only issue more than one ADM in relation to the same original ticket if different, unrelated charges apply. This does not apply when an ADM is canceled and raised again for the same reason but for a different value.
- 1.6 ATCL will raise ADM via BSPLINK/ARC as per applicable BSP/ARC guidelines.

1.7 ATCL complies with respective local BSP/ARC procedures in providing agents with a minimum period of notice in order to review ADM raised and dispute it.

1.8 To adjust refunds, an ADM will only be issued within nine months of the BSP remittance date on which the document was settled. For any charge due beyond this period, Air Tanzania will agree with the Agent bilaterally the best settlement method.

1.9 ADMs/ACMs may be processed through the BSP/ARC, for a maximum period of 30 days following default action taken against an Agent in accordance with IATA Resolution 818g, attachment "A", Section

2.0 ADM minimum amounts and administrative fees

2.1 In the case of ADM's related to surcharges, commissions, taxes and fees, a minimum of USD 2 (or equivalent in local currency) applies. For other reasons, no ADM below USD 10 (Or equivalent in local currency) is sent.

2.2 In case of persistent practices of under collection (multiple occurrences of underpayments regardless of the amount, by the same IATA), ATCL reserves the right to recover these underpayments by sending an ADM. No ADM minimum amount applies in this case.

3.0 Administrative fees

3.1 To cover audit process cost, a fixed amount of USD 32 (or equivalent in local currency or alternative amount checked with the Revenue Integrity (RI)) is added to each ADM above USD 10 (or equivalent in local currency or alternative the amount checked with the RI) except for:

- ADM on missing information
- ADM on Married Segment abuse
- ADM on POC abuse

4.0 ADM process in BSP (For non-BSP countries, please send to RI the local process before publication)

In compliance with IATA resolution 850m:

4.1 An ADM can be processed through BSP if issued within 9 months after the final travel date. When the final travel date cannot be established, the expiry date of the

document is used. After this period payments will be settled between the travel agency and the airline directly.

4.2 In line with IATA Resolution 850m, ATCL will send the ADM through BSP link with no financial consequences during the latency period (15 days).

4.3 For BSP countries, disputes must only be done through BSP link. Attach any enclosures through BSP link only as this will ensure an optimal service from ATCL.

4.4 When making a dispute, provide a valid and clear justification at all times in the “Dispute Reason” box. Responsible behavior in case of ADM disputes is required from both the travel agency and the airline.

4.5 Please mention your contact details for efficient handling by TC.

4.6 ATCL will reply to your dispute within 60 days (conform Resolution 850m) giving a clear explanation of the acceptance or denial of the dispute.

4.7 Should ATCL reject a dispute and the travel agent wants ATCL to reinvestigate, the travel agent is requested to respond to ATCL in compliance with IATA resolution.

5.0 Contact Information

5.1 For ADM and/or Agent Credit Memo (ACM) questions or issues, please contact: charles.nyahucho@airtanzania.co.tz, or rajab.chilambo@airtanzania.co.tz

ISSUE	AUDIT CHECKS	TC ACTION	PENALTY AMOUNT
Passenger Name Record	For any PNR is created or changed, the itinerary must be booked in sequence of travel. A full O&D availability is mandatory, regardless if the reservation involves TC flights only and/or includes codeshare or other airline flights. The selected O&D availability must be within authorized Minimum Connecting Times.	Debit will be raised to booking/ticketing agent	

Cancellations	TC avail all available seats to agents. However, any cancellation ratio above 60% will be subject to investigation and might be subject to ADM	Debit will be raised to booking/ticketing agent.	USD 0.50 per segment.
Churning	Verification on repeated cancellation and rebooking of the same itinerary/routing three (3) or more times for the same passenger prior to the actual issuance of a ticket, independent of the booking class, PNR and reservation system.	Debit will be raised to booking/ticketing agent.	USD 8.00 per excess churning
Duplicate Bookings (PNR) and Segments	Agent can not book the same customer on several flights on the same day or on several consecutive days for the same journey knowing that the travel isn't possible on all booked segments.	Debit will be raised to booking/ticketing agent.	USD 300 per dupe PNR or USD 100 per dupe Segment.
Fraudulent, Fictitious, Speculative and Test booking	In case of fraudulent, fictitious. Speculative and Test Booking all are all subject cost recover	Debit will be raised to booking/ticketing agent.	USD 300.00 per passenger.
Misplating or Misuse of carrier ticketing stock/plate. Air Tanzania TC-197 for other airline if not allowed by Air Tanzania	Verification will be done on TC fares rules or other airline fares rules if any.	Debit will be raised to booking/ticketing agent.	Difference between ticketed and applicable fare and difference of applicable taxes, fees, charges and surcharges, but not less than 700 USD for Economy Class, 1000 for Business Class, 2500 USD NOTE: In case of any combination of

			cabins, the rate for the highest booked cabin applies.
Minimum Connection Time (MCT)	Verification of the booking undercutting MCT	Debit will be raised to booking/ticketing agent.	USD 300 per passenger.
Commission	Miscalculation or Application of commission.	Debit will be raised to Booking/Ticketing Agent	Difference will be charge at minimum rate of USD 10.00
Group Bookings	Conditions specified in TC group's contract will be audited such as fare, taxes, surcharges, number of passengers travelling (minimum 10 passengers). Non materialization of group (less than 10 clients travelling) are charged retrospectively per ADM for each No Show/cancelled passenger. Abuse of the authorization number for different classes/flights & tickets that do not conform to the original authorization.	Debit memo will be raised to the Booking/Ticketing agent	Domestic USD 100 International Within Africa USD 400 Other International USD 750
Inactive Bookings	Inactive Booking, are all booking with status like HX, NO, UC, UN, NO, US and WK etc. Travel Agent must be removed at least 48hrs before departure, otherwise will be subject to cost recover.	Debit will be raised to Booking/Ticketing Agent	USD 8.00 per segment per passenger
Passive Segments	Passive permitted for ticketing when the passive booking is synchronized with airline system (same	Debit will be raised to Booking/Ticketing Agent	USD 8.00 per pax per segment

	<p>name, itinerary, RBD and passenger number)</p> <p>For unpermitted passive booking is subject to cost recover per passenger per segment</p>		
Schedule Change	<p>Verification will be done for all agents have not attended schedule change messages by clearing queues in accordance with IATA Standard.</p>	<p>Debit will be raised to Booking/Ticketing Agent</p>	<p>USD 8.00 per pax per segment</p>
Name Change/Name Correction	<p>All names must be inserted according to travel document e.g., passport at time of the booking. Name change is not permitted.</p> <p>TC allow a minimum of few characters for name change.</p> <p>Any name changes of booking prior or without Air Tanzania approval will be subject to penalty.</p>	<p>Debit will be raised to Booking/Ticketing Agent</p>	<p>USD 150.00 per passengers</p>
Ticket Time Limit	<p>Validation on PNR e.g. if agent use specific remark in order to benefit from a more lenient TTL</p>	<p>Fixed ADM to be raised per origin and destination and per ticket</p>	<p>USD 60.00 - for Economy USD 100.00 – for Business</p>
Void Ticket	<p>Validation of Booking e.g., if agent void a ticket from higher class and later void a ticket to issue on low class by force booking or waitlist, then the booking will be subject to cost recover on fare difference, per</p>	<p>Debit will be raised to booking/ticketing agent</p>	<p>ADM will be raised based on fare difference.</p>

	passenger per ticket/s issued.		
Fare & Fare Rule	Validation of document	Debit will be raised to booking/ticketing agent	Fare/Tax/Commission difference
Fare Violation for tickets issued with Open/Request or Waitlisted Status	Validation on purchased ticket with open/request status where confirmed reservation is required.	Debit will be raised to booking/ticketing agent	Fare difference to first higher on same cabin where waitlist is allowed.
Refund Violation	Validation of document claimed for refund,	Debit will be raised to booking/ticketing agent	Fare/Tax/Commission difference
Reissue Violation	Validation on document reissued	Debit will be raised to booking/ticketing agent	Fare/Tax/Commission difference
Reservation Booking Designator (RBD) violation	Verification will be done based on RBD booked fares used etc.	Debit will be raised to booking/ticketing agent	In case of wrong booking class ADM (is) raised based on the highest applicable cabin fare for the sectors Flown or fare for applicable RBD if available.
Use of robotic macros/scripts	Use of Robotic/Macros/Scripts to perform availability function within GDS's	Debit will be raised to booking/ticketing agent	USD \$ 5.00 per hit
Baggage Allowance	TC will check baggage allowance printed on ticket in comparison with actual allowance approved for applicable fare.	Debit will be raised to booking/ticketing agent	Within Tanzania USD - \$ 50.00 per passenger Within Africa USD \$ 100.00 per passenger. Route Outside above USD \$ 300.00