



AGENCY CREDIT MEMO POLICY

VERSION #1.0

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CONTENT

1. INTRODUCTION

2. ACM POLICY

3. ACM SCOPE

1. INTRODUCTION

Agency Credit Memos (ACM) is issued to give out credits to agents via the BSP/ ASD/ ARC billing process. It is governed by the guidelines set under IATA Passenger Agency Resolution. This policy can be referred as a standard procedure Etihad Airways for the issuance and calculation of any credit memo.

2. ACM POLICY

- ✓ EY will issue Credit Memo for the purpose of settling of amount due to the agent or any other adjustments to his account via the BSPlink.
- ✓ ACM's will be issued in BSP link within 6 weeks after the request is received and accepted by EY
- ✓ Agent must submit request Letter with all supporting documents to EY for processing ACM's. All ACM should have all relevant details mentioned in the ACM remarks column on BSPlink.
- ✓ Agent should send the request Letter within 45 days of respective billing settlement of the concerned document. EY will not accept any ACM request after 45 days.
- ✓ The minimum value of a single ACM shall not be less than USD 10 or equivalent currency in local markets
- ✓ EY will deduct an administrative charge of 15% of the total calculated ACM amount OR a minimum charge of USD 10 whichever is higher as per the ACM request.
- ✓ No administrative charge will be levied on ACM, if ACM is issued for downgrade refund. Or Involuntary reasons

3. ACM SCOPE

ACM will be issued on following parameters -

- ✓ Excess fare billed
- ✓ Excess tax billed
- ✓ Commission short claimed
- ✓ Discount not applied
- ✓ Down Grade refunds
- ✓ Incorrect Refund claimed
- ✓ Void tickets reported as Sales
- ✓ Any other access payment made on the sales transactions