

NAC "UZBEKISTAN AIRWAYS" Agency Debit Memo Policy for All BSP and TCH Accredited Agents, effecting from 01.08.2018y.

ADM-policy of the National Air Company "Uzbekistan Airways" (HY) for agents accredited in BSP IATA and TCH systems

1. This document contains the carrier's policy regarding Agency Debit Memo (ADM) for Agents accredited in the BSP and TCH systems.
2. The procedures for applying the ADM HY policy corresponds to:
 - Resolutions IATA 850m and 818g;
 - ATSS documents (Air Payment Systems) for Agents accredited in the TCH.
3. All ADM, as well as disputes, as well as any other actions related to the issued ADM, are formed on the BSPLink portal - for agents accredited in the BSP and in the SIS system for agents accredited in the TCH.
4. The date of issue of an ADM is the date of its formation on the BSP Link portal or in the SIS system.
5. The agent has the right to disagree with the ADM only once during the thirty (30) day period from the ADM issuing date, using the ADM / ACM Dispute function in the BSPLink system or, for Agents accredited in the TCH system, in the SIS system.
6. **Contact Information:**
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7. Reasons for issuing an ADM and applicable penalties

№	ADM issuance reasons	Penalty
Booking procedures		
1.	Reservation of space in the absence of requests from definite customers with the intention to block vacant spaces, including, but not limited to: <ul style="list-style-type: none"> • Creation of fictive bookings, as well as the creation of bookings with the use of fictive or already used ticket numbers and/or fictive passenger names; • Creation of duplicate/multiple reservations where two or more bookings are made for the same passenger(s) both using different GDSs or by creating multiple flight segments in the booking at the same point of sale when it is evident that the passenger(s) will be able to use only one. ATTENTION: Except in cases, where a modification of an already existing booking is requested, which involves holding space on a flight pending	100 EUR for each intent spaces

	<p>confirmation of such a request for an alternative booking;</p> <ul style="list-style-type: none"> • Making an additional flight segment in a booking for a ticket which has already been issued, without reissuing the ticket within 1 hour; • Complete change of the name of a passenger in a confirmed booking; • Non-cancellation of bookings in cases when the passenger refuses carriage and requests a refund or reissuing of a ticket; • Cancellation of a ticket using the "Void" transaction, if a new ticket is not issued within one hour after such cancellation and if all other related segments are not cancelled in the PNR; • Holding space (s) in the booking system with periodic updates or without updating and without making a reservation; • Holding space without confirming the booking in any other ways not mentioned in the above. 	
2.	Making a test booking(s) in the production section of the booking system, without notifying and receiving permission from the Carrier.	50 EUR for each case
3.	Cancellation of flight segments in a confirmed booking and/or cancellation/refund of a ticket, made without the passengers or his/ her authorized persons request.	100 EUR for each booking compensation for loss if
4.	Creation of a fictive booking without a request from a definite passenger exclusively for the purpose of ensuring high GDS productivity and obtaining appropriate promotions from GDS.	25 EUR for each passenger
5.	Transfer of control over the reservation created by one agent to another agent working outside the country where the initial reservation was made, without subsequent issuance of the ticket in order to ensure high GDS productivity and to receive appropriate promotions from GDS.	25 EUR for each passenger
6.	Non fulfilment by the agent the cancellation of inactive PNR segments with statuses HX / UC / UN / HL / NO which was canceled in the host system of the airline operator of the flight due to expiration of the time limit within 24 hours after receipt of the notice of cancellation of the segment and no later than 24 hours before the departure of the flight.	25 EUR for each passenger
7.	Non-entering a contact data of the passenger in the booking, that led to the impossibility of informing the passenger about the change in the schedule/cancellation of the flight, arose financial claims to the carrier because of additional expenses incurred by the passenger.	25 EUR for each booking compensation for loss if
8.	Non-informing the passengers about the changes in the schedule of flights	25 EUR for each booking

	announce in advance by the Carrier (cancellation, change of departure time, etc.).	compensation for loss if
9.	Absence or entering incorrect passenger data or entering such data in the wrong format into SSR DOCO, DOCS, DOCA elements of reservation by the agent	25 EUR for each incorrect not entered format
10.	The absence of standard designator codes for special category passengers (sick passengers, passengers on stretchers and wheelchairs, unaccompanied children, passengers with pets etc.) in the SSR element of the reservation.	15 EUR for each passenger compensation for loss if
11.	Issuance of tickets violating the minimum connection time specified in the booking system even in case of issuing several tickets for different bookings.	50 EUR for each passenger compensation for loss if
12.	The use of different GDS for reservation of space and issuing tickets.	25 EUR for each passenger
Calculation of the cost of transportation, issuing of tickets and EMD		
13.	Incorrectly calculated/ indicated amount of the ticket price, including : - incorrectly calculated/specified tariff; - incorrectly calculated/indicated/ not received amount of fees and charges.	Compensation for loss if
14.	Non-observance/violation of the conditions for the application of tariffs and discounts, including violation of the tariff combination rules, rules for payment and issuing a ticket after a booking, restrictions for stop-over, minimum stop and seasonality requirements.	15 EUR and compensation any occurs
15.	Applying special tariffs/discounts granted for a certain category of passengers to passengers that do not belong to this category.	25 EUR and compensation any occurs
16.	Not providing documents/information confirming the passenger's right to pay for the ticket / EMD with an applicable discount.	25 EUR and compensation any occurs
17.	Discrepancy of the booking classes in a PNR and in a ticket, including on the sectors of another carrier when issuing the ticket under the Interline agreement.	100 EUR and compensation any occurs
18.	Applying the wrong exchange rate when issuing a ticket or EMD.	Compensation for loss if
19.	Issuing a ticket without a confirmed booking.	100 EUR and compensation any occurs
20.	Issuing an EMD for additional service without a confirmed booking of such service.	50 EUR and compensation any occurs
21.	Absence of data about the document proving the identity of the passenger or entering fictitious data in a reservation.	25 EUR and compensation any occurs
22.	Execution of air ticket returns through BSP Link and manually (double return).	50 EUR and compensation any occurs

23.	The penalty/fee/charge for refund/reissue of a ticket is incorrectly calculated or not collected.	Compensation for loss if
24.	Refund/reissue of a ticket, prohibited for refund/reissue.	25 EUR and compensat any occurs
25.	An involuntary refund of a ticket when there are no reasons for such a refund.	50 EUR and compensat any occurs
26.	Cancellation of a ticket by using the "VOID" transaction 1 hour after issuing the ticket without charging a penalty for reissue or refund of the ticket.	The fee for the refund / established in the applic rules which was applied ticket
27.	Complete change of the name of a passenger in the reservation after issuance of a ticket.	100 EUR for each pass compensation for loss if
28.	Issuance of a ticket on a neutral stock (BSP, TCH) with the prefix 250 when HY is not involved in such transportation.	25 EUR and compensat any occurs
29.	Incorrect tariff /fee/charge calculation or improper issuing of ticket or EMD due to GDS error (when services sale not in own system of HY).	Compensation for loss if
30.	Failure to reissue/revalidate a ticket within 24 hours after changing a confirmed booking to "Open date" status, but not later than the departure time of the flight for which the initial booking was made.	25 EUR and compensat any occurs
31.	Cancellation of a PNR of a passenger who has been registered for the flight and was accepted for carriage in accordance with a ticket issued for this PNR.	25 EUR and compensat any occurs
32.	Issuance of an EMD for a particular service using an incorrect RFISC but a correct charge/fee.	15 EUR and compensat any occurs
Reporting		
33.	The issued / reissued air ticket or EMD is not included in the report for the relevant period.	100 EUR for each air tic for each EMD and the t air ticket and/ or EMD
34.	The amount of agent commission incorrectly calculated (is too high, incorrectly recalculated or not recalculated commission for return / renewal of air tickets).	Compensation for loss if
35.	Violation of the deadline for the submission of a sales report (for direct agents).	100 EUR
Others		
36.	Untimely processing of queues, which entailed loss to HY.	Compensation for loss if
37.	Other violations that entailed damage/loss to the Carrier.	Compensation for loss if

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