Virgin Australia Agency Debit Memo (ADM) and Agency Credit Memo (ACM) Policy

Virgin Australia's ADM and ACM policy applies to our Industry Partners who book and ticket Virgin Australia flights through the GDS. This policy provides guidance and detailed information around the application of Agency Debit Memos (ADMs) and Agency Credit Memos (ACMs) for all Virgin Australia flights.

When is an Agency Debit Memo issued?

Once a ticket is issued, Virgin Australia will identify any discrepancies made by the issuing party at time of ticketing. If a discrepancy (under-collection) is identified, an ADM will be raised to recoup money owed to Virgin Australia. For ADMs issued for misuse of CIP [Carrier Identification Plate] will incur a flat fee of AUD250.00 for any itinerary ticketed.

ADM fees are charged per ticket.

ADM Policy

ADMs are issued for, but not limited to, non-compliance with the following processes:

Audit Category	Category Description
Advance Purchase/TTL	Tickets have been issued in accordance with the advance purchase requirements as per fare rules.
Booking class	Correct booking class as specified in the deal/fare rule has been ticketed.
CIP [Carrier Identification Plate]	Use of VA [795] as the validating carrier only and for VA fares whereby the flight application rule is correctly applied as per applicable fare rule.
Combination error	Tickets have been issued in accordance with the combination rules of the applicable ticketed fare.
Commission	Tickets have been issued & the correct commission has been applied.
Electronic Miscellaneous Document (EMD) Commission	EMDs have been issued & 0% commission has been applied.
Fare Type Audited	All fare types will be audited.
Fare Under collection	Tickets have been issued with the correct base fare, tax and surcharge amount as per the corresponding booked RBD and ticketed fare basis code of the associated private/published fare. Correct amount of fare has been collected as per the booked RBD with the applicable fare class (Shopped RBD) and associated fare brands.

Flight Application	Flight number, codeshare flights and other airline flight numbers used are permitted as per the fare rules.
Form of Payment	Ticket has been issued through valid credit card payment options as permitted by the airline and Booking and Service Fee has been collected where applicable. Virgin Australia reserves the right to issue an ADM (Agency Debit Memo) when the card used is in the name of the Agent or personnel.
IATA	Exchange and/or refund is performed by the issuing agent or an accredited branch location of the issuing agent
GDS Booking Policy	Booking practices are in accordance with the GDS and General Booking Policies.
Incorrect/Missing Fare Basis	Correct fare basis code/ticket designator as specified as per fare charged by the agent has been endorsed on the ticket.
Minimum/ Maximum stay	Minimum and maximum stay rules are adhered to.
Missing/Incorrect OSI	Applicable and correct OSI has been entered into the booking in line with requirements for Business Flyer customers
Missing/Incorrect Tour code	Applicable and correct tour code has been endorsed on the ticket.
Refunds	Refunds are processed as per fare rules. If ticket refund is allowed, refund is processed to the original form of payment used to purchase the ticket.
Fees	Applicable name change/name correction fees are collected and under correct tax code (e.g., YR).
Routing error	Fare rules permit the routing on the ticket.
Sales Restriction	Ticket should be issued in a particular country only. Ticket should be issued until the permitted sales date/booking date as per the deal/published fare rule. Agent specific deal should not be used by another agent for ticket issue purpose. Fare rule requirement to issue ticket on a particular stock only. International tickets must be cross referenced on the domestic standalone ticket as per the fare rule requirement for exemption of Goods and Services Tax (GST).
Seasonality	Correct fare is collected as per season of travel.
Stopover	Stopover and transfers are permitted, and the relevant surcharges have been applied.
Taxes	Applicable taxes have been collected according to the journey ticketed.
Ticketing Policy	Ticketing, Rebooking, Reissues, Exchanges, Voids, Cancellations and Refunds are in accordance with the Ticketing Policy.
Travel Restriction	Travel on the ticket is on permitted travel dates/period as per the private/published fare rules.

Waiver Code	Correct waiver code to be endorsed by the agent, as applicable to the ticket.

ADM Fees

All ADMs issued by Virgin Australia are subject to an administration processing fee. Charges per country are listed below:

Country	ADM Fee / ADM Reissuance Fee
AU	AUD 50.00 per ticket AUD 22.00 for ticketing errors^
NZ	NZD 50.00 per ticket NZD 22.00 for ticketing errors^
US	USD 50.00 per ticket USD 22.00 for ticketing errors^
CA	CAD 50.00 per ticket CAD 22.00 for ticketing errors^
DE/FR	DE/FR 40.00 per ticket DE/FR 20.00 for ticketing errors^
GB	GBP 35.00 per ticket GBP 15.00 for ticketing errors^
SG	SGD 50.00 per ticket SGD 22.00 for ticketing errors^
FJ/TO/WS CN/HK/ID/JP/KR/MY	Equivalent to AUD amount as in Country – AU charged in local currency

^Ticketing errors - Any taxes collected with an incorrect tax code or the use of an incorrect fare basis in the ticket F/B box or any incorrect use of a waiver code in the Endorsement box may result in the reduced Agent Debit Memo (ADM) being issued to the ticketing agent.

How will an ADM be raised and how are disputes handled?

An ADM will be raised in BSPlink, ASD or ARC Memo Manager. The issuing agent will then receive the ADM via Billing and Settlement Plan (BSP), ASD or Airlines Reporting Corporation (ARC).

If the agent wishes to dispute the ADM, this must be done via BSPlink, ASD, ARC Memo Manager or by emailing the address listed on the ADM which is va.disputes@accelya.com

All relevant supporting documentation such as screenshots, emails etc. should be attached to the dispute to expedite the dispute analysis and assist in validating the claim.

After validation:
1. If the original ADM issued is valid, the dispute will be rejected, and the original ADM amount will be billed to the agent;
2. If the dispute is accepted, VA will cancel the original ADM or issue an ACM if the ADM is billed;
3. If the original ADM is issued due to a missing waiver code, VA will cancel the original ADM and reissue the ADM with ADM reissuance fee plus ADM fee if there is no fare and/or tax component on the original ADM; or issue an ACM to return the fare and/or tax value, if applicable, with ACM fee applied. (ADM fee will not be returned.)

Post Billing Dispute: if Virgin Australia has to reissue an ADM as a result of an agent using Post Billing Dispute as opposed to the normal dispute process, the ADM Fee will be charged for each time the ADM has been raised to be reissued (e.g. for reissue of an ADM in Australia the fee would be AUD 100.00).

ACM Fees

All ACMs are subject to an administration processing fee. Charges per country are listed below:

Country	ACM Fee
AU	AUD 50.00 per ACM
NZ	NZD 50.00 per ACM
US	USD 50.00 per ACM
CA	CAD 50.00 per ACM
DE/FR	EUR 40.00 per ACM
GB	GBP 35.00 per ACM
SG	SGD 50.00 per ACM
FJ/TO/WS CN/HK/ID/JP/KR/MY	Equivalent to AUD amount as in Country – AU charged in local currency

When should an Agency Credit Memo (ACM) be raised?

Virgin Australia accepts ACM requests for commission claims only. Please ensure that the ACM Fee is deducted from the ACM when raising the ACM as otherwise the ACM will be rejected. In accordance with IATA guidelines, Virgin Australia requires any commission claims to be finalised within 12 months of ticket issuance. Any ACM requests raised outside of 12 months will be rejected.

For BSP markets, the ACM request is submitted via BSPlink or ASD. In the US, please email VA.agentshelpdesk@virginaustralia.com for assistance submitting your request.

ACM requests for ADM reversals, please refer to the dispute handling process above.