

BSP ADM POLICY

➤ Further to IATA resolution 850m, Jet Airways will issue ADM for reasons mentioned below:

- Non-compliance of fare rules/divergence from any principle
- Incorrect booking class
- Incorrect fare calculation
- Incorrect commission claimed
- Incorrect/commission of applicable taxes/surcharges/rebooking penalties/cancellation penalties
- Incorrect refund calculation
- Voiding of tickets is not permitted. These tickets would need to be refunded.
- ADM would be raised in case of Violations.
- Plating Error. Please refer to the link for further details.
- Credit card charge disputed by PAX resulting in chargeback from the card company
- As per IATA Reso 100 for constructions and combinations of fares-Most restrictive Rule applies.
- In the event a ticket is re-issued to a higher fare, the refund rules of the Original fare still apply irrespective of the refund rule specified on the re-issued fare.
- If the ticket has been paid for in cash, refund should be processed in cash only.
- If the ticket has been paid for by Credit /Debit card, refund will be processed in respective Credit/Debit card only. In case of violation-ADM will be raised.
- Improper CRS/GDS booking practices. Please refer Jet Airways GDS Booking Policy for further details - <https://www.9wagents.com/GDSBookingPolicy.aspx>.

- ADM will be raised for Form of Payment Violations for Sectors within India. As per general policy:
 - A. If the ticket has been paid for in cash ,we will refund amount in cash; and
 - B. If the ticket has been paid for by credit/Debit card the proceeds will be credited to the respective cards.
 In case of any Violations USD 50 will be levied per document.

- ADMs will only be submitted for processing through the BSP to adjust sales if issued within 9 months of final travel, or when the final travel date cannot be established, the expiry date of the document. For any charge due beyond this period, Jet Airways will agree with the Agent bilaterally the best settlement method & only submit an ADM through the BSP process if agreed in writing by the Agent. Jet Airways complies with local BSP procedures in providing Agents with a minimum period of notice, in order to review any ADM & dispute it.
- Jet Airways will endeavor to provide as much information as possible on an ADM to ensure it is specific in its detail about the reason a charge is being made.

- If Jet Airways rejects the dispute an explanation for the rejection will be sent to the Agent
- Jet Airways will levy admin charges to cover the cost of ADM issuance by Jet Airways.
- Enclosed please find Schedule Annexure1 detailing the same

- For India Market Admin Fee of 12% is applicable on ADM issued effective 1st March, 2018. Sale and refund effective 1-Mar-18. The
- 12 % fee will be calculated on the total value of the ADM. 18%GST will be added on the ADM value and on the 'Administrative Fee'. Enclosed please find Schedule Annexure2 detailing the same.

- Customer card Acceptance(RESO 890)
The Agent may accept Customer Cards as payment for the sale of passenger air transportation and Ancillary services on behalf of the Member/Airline whose Traffic Document is being issued, subject to the provisions of his Resolution and the BSP Manual for Agents, as applicable. I.e. Agencies are permitted to accept cards as payment for ticket sales on behalf of Jet Airways, when Jet Airways is the plating carrier"

- Use of Jet Airways Merchant of Record (MOR)
The use of the Carrier's MOR by the Travel Agent shall be in accordance with IATA resolution 890 (Card Sales Rules). The authorization shall be valid ONLY for the customer's card and in no event a Card issued in the name of the Agent, or in the name of a person permitted to act on behalf of the Agent, or in the name of the Agent's officer, partner or employee, shall be used in connection with the sale of JETAIRWAYS Traffic Documents to any customer of the Agent. The Travel Agent is not allowed to use the Carrier's MOR for online sales unless a previous and written authorization has been provided by the Carrier. In case of violations Jet Airways will raise an ADM of 3% or USD 50 whichever is higher of the amount paid with the credit card to recover the credit card commission incurred on agent's behalf.

Annexure 1

Region	Countries	Codes	Amount	Remark
Africa	Botswana, Egypt, Kenya, Mauritius, Malawi, Tanzania, Uganda, South Africa, Zambia, Zimbabwe &	BW, EG, KE, MU, MW, TZ, UG, ZA, ZM, ZW & MZ	USD 17 (Equivalent in local currency at the time of issuance)	Effective for ADMs issued from 1st Sep'12
Asia Pacific	Australia, Indonesia, Cambodia, Macau, Malaysia, New Zealand, Philippines, Singapore, Thailand &	AU, ID, KH, MO, MY, NZ, PH, SG, TH & VN	USD 20 (Equivalent in local currency at the time of issuance)	Effective for tickets sold from 1st Sep'12
CHINA / JAPAN / TAIWAN / KOREA / HONG KONG	China, Japan, Taiwan, Korea & Hong Kong	CN, JP, TW, KR & HK	USD 32 (Equivalent in local currency at the time of issuance)	Effective for tickets sold from 1st Sep'12
Europe	Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Netherlands, Norway, Portugal, Romania, Sweden, Slovenia, Slovakia, Turkey,	AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GR, HU, IS, IT, LV, LT, NL, NO, PT, RO, SE, SI, SK, TR,UA, RU&PL	15%	Effective for ADMs issued from 1st Sep'12
Middle East	UAE, Bahrain, Israel, Jordan, Kuwait, Lebanon, Oman, Qatar & Saudi Arabia	AE, BH, IL, JO, KW, LB, OM, QA & SA	15%	Effective for ADMs issued from 1st Sep'12
SAARC (Excluding India)	Bangladesh, Sri Lanka & Nepal	BD, LK & NP	15%	Effective for ADMs issued from 1st Sep'12
UK & Ireland	Great Britain & Ireland	GB & IE	10%	Effective for ADMs issued from 1st Sep'12
US & CA	USA & Canada	US & CA	0%	No Admin fee

Annexure 2

EXAMPLES OF ADM ADMIN FEE

Scenerio 1 - Fare Under Collection + GST Applicable on Routing	
Fare ADM	1000
K3 Say 5% (5 or 12 Based on Cabin)	50
ADM Value	1050
Admin Feee @ 12 %	126
GST on Admin Fee @ 18%	22.68
Scenerio 2 - Fare Under Collection + GST NOT Applicable on Routing	
Fare ADM	1000
K3 Say 0%	0
ADM Value	1000
Admin Feee @ 12 %	120
GST on Admin Fee @ 18%	21.6
Scenerio 3 - Tax Under Collection + GST NOT Applicable on Routing	
UDF	150
K3 Say 0%	0
ADM Value	150
Admin Feee @ 12 %	18
GST on Admin Fee @ 18%	3.24
Scenerio 4 - Tax Under Collection YQ + GST Applicable on Routing	
YQ	450
K3 Say 5% (5 or 12 Based on Cabin)	5
ADM Value	455
Admin Feee @ 12 %	54.6
GST on Admin Fee @ 18%	9.828
Scenerio 5 - Commission Incorrect Claim	
Commission	100
K3 Say 5% (5 or 12 Based on Cabin)	0
ADM Value	100

Admin Feee @ 12 %	12
GST on Admin Fee @ 18%	2.16
