

31 March 2021

**AGENT NEWS****Revised ADM/ACM policy**

Please be informed that ANA revises its Agency Debit Memo (ADM)/Agency Credit Memo (ACM) Policy to be applied in BSP/ARC based on IATA Resolution 850m.

The new ADM/ACM policy will come into effect from **01 April 2021** until further notice.

**The main changes are:**

- Revision of ADM/ACM administrative fee - 3000JPY for Japan, 25USD for other area
- Adding Scope of the ADMs/ACMs or invoices or credit notes Issuance
- Update on Revalidation/ Reissue/Exchange violations/Chargeback handling
- Update on Handling of Planned Schedule Change by Airline violations
- Revision of currency of fees/fixed penalties - Japanese yen for Japan, US dollars for other area and adding fixed penalties for following items (Please refer to Administrative Fees and Penalty Charges in the link below)
  - Incorrect Ticket Designator & incorrect or missing Tour Code, Endorsement/Restriction Box while ticketed class and fare are correct
  - Ticketing open or waitlisted sectors (where reservation is required)
  - 205 Ticket issuance without NH sector
  - Missing or incorrect of Waiver Authorization Code (WAC)
  - Retroactive Refund Adjustment Fee for Retroactive adjustment
  - Internal Refund Fee for chargeback
  - Penalty Charges of Booking Policy violations

**Please refer to the link below for the latest information:**

ANA Agency Debit Memo (ADM) / Agency Credit Memo (ACM) Policy

<https://www.ana.co.jp/businesspartners/en/admacm-policy/>

ANA Booking Policy

<https://www.ana.co.jp/businesspartners/en/booking-policy/>

We thank you for taking your time to review our ADM/ACM policy and your continued support of ANA.