

31Mar 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.