

AIRLINE ADM POLICY IN ALL BSP

AIRLINE NAME: PAKISTAN INTERNATIONAL AIRLINES (PIACL)

AIRLINE ALPHA NUMERIC CODE: PK – 214

Unless otherwise specified, PIACL will generally issue ADM in all BSP for the following reasons:

1. Unreported sales.
2. Incorrect commission levels.
3. Under collected taxes.
4. Under collections of fares/incorrect fares.
5. Short collection due to deduction of non-refundable taxes.
6. Duplicate Refunds-Refunds via BSP Link and manual.
7. Refund of expired ticket.
8. Refund of Out of sequence utilized tickets.
9. On Issuance of Duplicate RA's a penalty amounting to USD. \$30/- equivalent will be charged.
10. Excess Refunded Fare.
11. Excess Refunded Taxes.
12. Cancellation fees or Administration fees not deducted on refunds as per PIA policies communicated from time to time and also available on PIA website which can be accessed through given link <https://www.piac.com.pk/booking-conditions>.
13. INAD/Deportees fines and penalties.
14. Credit card charge backs / fraudulent use of credit cards
15. Re-issuance without endorsements of other airline tickets.
16. Difference in booking classes versus fare basis class as per fare rules.
17. Issuance of ADMs with respect to penalty fees on PK Inventory Violations (**Annexure- A**).
18. Interline tickets issued when no interline agreement exists.
19. Ticket issued with an OPEN segment status whereas the fare basis does not permit an open segment status.
20. Ticket issued with a segment status NOT CONFIRMED (RQ) whereas the fare rules demands that all segments be confirmed.
21. Passengers' claim or legal proceeding against airline arising due to agent fault, Agent will be liable to damages, cost of suits & administration fee and fines/penalty.
22. Reversal of ACM due any reason.
23. Applicable penalties/fines due non-compliance of corporate policies communicated to agents from time to time.
24. Differential amount of Mark-up will be collected over and above the amount collected by IATA @ of 1.25 % per month from the Agents in case of late and non-payments, as per the PIA's Credit Control policy.
25. Post Billing Disputes of the agents.
26. It may be noted that it is not a conclusive list and any other willful act causing loss to Corporation not mentioned above will also constitute to be a fraudulent activity and recovery action will be initiated through issuance of ADM.

PIACL regards all ADM's as being disputable but retains the right to issue ADM for the above-mentioned anomalies which can only be disputed through correspondence with the airline or its representative.

If an agent disputes any one of our ADM (as per list above), PIACL maintains the right to re-issue any of these disputed ADM raising an administration fee of 10% based on the value of the disputed ADM should investigation reveal that the agent's dispute was not justified. PIACL reserves the right to change any of these requirements without advance notification. All parties involved will be notified of any changes.

Annexure A

Serial No.	Inventory Violation	Fees/Penalty *(Per Passenger Segment)
1	Not removed/ Un-ticket Passive/ Inactive Segments	5 US\$*
2	Churning - Cancel/Re-book after 3rd attempt in the same PNR or separate PNR	10 US\$*
3	Fictitious (Name/Ticket)	50 US\$*
4	Duplicate bookings	10 US\$*
5	Missing Passenger Information e.g. DOCS/Pax Contact	10 US\$*
6	Voided Ticket holding Segment	50 US\$*
7	Using robotics/scripts to hunt/block seats etc	10 US\$*
8	Multiple Tickets issued in one PNR for single pax (i.e. for an RT booking KHI-DXB-KHI, two OW tickets issued separately i.e. 01 Ticket for KHI-DXB and another for DXB-KHI)	10 US\$*
9	Service Fee per ADM	5 US\$