



## ADM POLICY AND PROCEDURES

**BSP Country: Ecuador**

**Effective Date: 15/03/2026**

**Dear Travel Agent,**

In accordance with IATA resolution 850m (Passenger Agency Conference Resolutions Manual), given below is the ADM Policy which shall be applied by Emirates from the effective date mentioned above.

### **1. INTRODUCTION**

1.1. The ADM serves to notify an Agent that unless there is some justification to the contrary, the Agent owes the issuing Airline the amount shown on the ADM for the reasons indicated.

1.2. ADMs are a legitimate accounting tool for use by airlines to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Standard Traffic Documents issued by or at the request of an Agent.

1.3. Alternative uses of ADMs may exist based on the Agency agreement that an agent has with Emirates.

### **2. BSP PROCESSING OF ADMs**

2.1 ADMs shall only be processed through BSP if issued within nine months of the final travel date of the revenue document. In the event that the final travel date cannot be established the ADM shall be processed within nine months of expiry date of the document.

2.2 For any debit action required beyond this period, Emirates will correspond with the Agent to conclude the matter. Once resolved, and with the agreement of both parties, The debit may be collected by ADM or manual settlement.

2.3 ADMs will be issued for any excess claim of Refunds within nine months of BSP refund reporting date.

### **3. ISSUANCE PRINCIPLES**

3.1. The minimum value for the issuance of ADMs relating to Traffic documents will be USD 50 or equivalent, per agent, per BSP reporting period, irrespective of the reason for debit.

3.2 ADMs will indicate the reason a charge is being made.

3.3 Any ADM relates to a specific transaction only and will not be used to group unrelated transactions together. However, more than one charge can be included on an ADM if the reason for the charge is the same and a detailed supporting list is provided with the ADM.

3.4. No more than one ADM will normally be raised in relation to the same original ticket issuance. When more than one ADM is raised in relation to the same ticket it shall be specified for a different adjustment to a previous issue.

3.5 Except where otherwise agreed in the local market, such as GDS wastage costs, ADMs will not be used to collect third party costs not directly associated with the initial ticket issuance of passenger journey

3.6. From 1 July 2021, Emirates will raise an ADM in the event of any non-compliance by an Agent with Emirates' new 'Distribution Surcharge Operational Guideline' as set out in the 'Emirates Partners Portal'.

### **4. AGENT RESPONSIBILITY FOR FRAUDULENT TICKET ISSUANCE**

4.1 Effective for tickets issued after 01 MAR 2025 the Agent is fully responsible for any fraudulent tickets issued through its systems, including those resulting from unauthorized access or hacking of its GDS accounts.

4.2 The Agent shall compensate Emirates for the full value of the fraudulent tickets.

4.3 The Agent shall indemnify Emirates against all liabilities, costs, expenses, damages and suffered or incurred by Emirates arising out of or in connection with the issuance of fraudulent tickets through the Agent's system, including costs for alternative travel arrangements and any passenger claims or compensation.

4.4 The Agent is required to maintain robust security measures to protect its GDS systems and failure to implement adequate safeguards may result in the issuance of an ADM to recover all related losses and expenses.

4.5 Fraudulently issued tickets include any tickets issued or obtained in breach of, or through the misuse of, any loyalty or incentive programme (including Emirates Skywards and Emirates Business Rewards), whether such breach or misuse is carried out directly by an Agent or indirectly by any person acting for or on behalf of an Agent (including employees, sub agents, contractors or other staff).

### **5. ADMINISTRATIVE CHARGES**

5.1 Emirates will apply an administrative charge of USD 50 per ADM or equivalent for under-collections of incorrect ticketing, adjustment of refunds claimed/incorrect calculations or any other adjustments required.

5.2. ADM related to traffic documents will have a corresponding fee of USD 50. Each ADM fee will be added as an administrative charge in all cases except cases of Chargeback ADMS.

5.3. ADMs relating to recovery of any GDS wastage will be issued separately. These ADMS would be issued considering a threshold of USD 30 with a corresponding ADM fee of USD 25.

5.4 The administrative charge associated with raising an ADM, will be incorporated in the same ADM document.

## **6. DISPUTES AND DISPUTE RESOLUTION**

6.1. Agents may dispute the ADMs in respective BSP link within a maximum period of 14 days of receipt of an ADM, or as per the time limit assigned by the BSP whichever is earlier.

6.2. Disputes raised by the agents shall be reviewed by Emirates as soon as possible.

6.3. Any dispute on a settled ADM in BSP link and if accepted by EK, will be reversed by issuance if an Agency Credit Memo (ACM) and no dispute or ACM request shall be entertained by EK whose ADM billed date exceeds 12 months.

## **7. CONTACT DETAILS**

7.1. For any clarification or information, you may contact -

### **Local Office:**

Emirates

Ana Salazar

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