

**Scoot Pte Ltd (TR) Agency Debit Memo**  
**(ADM) Policy**

In accordance to IATA Resolution 850m, Scoot Pte Ltd (TR) hereby publishes its Agency Debit Memo (ADM) policy to be applied in all markets which TR operates in.

This ADM policy is valid until further notice.

**1. Key Points**

- 1.1 The ADMs can be processed up to 9 months of the final travel date. If an ADM is for a ticket refund, it can be processed up to 9 months after such a refund is made by the agent.
- 1.2 Agents have 15 days upon the issuance of ADM to examine and to raise dispute. The date of issuance is deemed to be date of receipt of ADM by the agent.
- 1.3 Contact details of Agents (e-mail address and phone numbers) and specific reasons are required in their dispute and such communications should be directed to [iata\\_notifications@flyscoot.com](mailto:iata_notifications@flyscoot.com).
- 1.4 TR will revert within 60 days to accept or deny the dispute with justifications. TR will not accept disputes raised more than 15 days later from the date in which the ADM was issued.
- 1.5 Except for tax refunds, the minimum value for the issuance of a single ADM is SGD 5.00 (or its equivalent in local currencies).
- 1.6 TR will seek to recover amounts less than SGD 5.00 (or its equivalent) by consolidating charges into one ADM provided the reason for the charge is similar.
- 1.7 No administration fees will be levied on the issuance of ADMs.
- 1.8 More than one ADM in relation to the same ticket may be issued for different reasons/adjustments unless the ADM relates to revision to the values for the same reasons/adjustments.

**2. Scope**

- 2.1 ADMs will be issued to collect, retrieve, or adjust amounts to Travel Agents for issuance & use of TR traffic documents, issued by or at the request of the Agents, regardless whether it involves other airlines in the itinerary of TR's traffic document.
- 2.2 ADMs may also be used to collect amounts where a traffic document has not been issued, for example, deposit for group sales. Such arrangement shall be agreed with the Agents prior to the issuance of such ADMs.

### **3. TR's Practice**

In general, TR will raise ADMs to agents under the following scenarios. The list below is not exhaustive:

- 3.1 Omission/under-billing of fares (including surcharges), taxes, fees and other related charges due to erroneous bill processing/errors/bugs in the billing portal of Agents.
- 3.2 Incorrect application of Agency commission or discount rates used.
- 3.3 Where an ADM relates to non-compliance of fare rules, the general principle applied is to raise the fare to that of the applicable fare. The difference between the non-compliant fare and applicable fare will constitute the amount to be recovered by the ADM.
- 3.4 Invalid refunds e.g. refund on non-refundable fare etc.
- 3.5 Violation of Resolution 852 on designation and selection of ticketing airline. Tickets plated on '668' must contain at least one TR operated or marketed flight. The incorrect use of TR's Carrier Identification Plate (CIP) will be subjected to an ADM. Such ADM will be based on the lowest applicable published fare, or a minimum of SGD100.
- 3.6 Non-compliance to any other published or communicated requirements with regards to the usage of TR traffic documents.
- 3.7 Except where otherwise agreed, TR will not use ADMs to collect third party costs not directly associated with the initial ticket issuance of a passenger journey.
- 3.8 Credit card charge backs arising from BSP sales that are levied by merchants on TR.