

# NUBA

## **Debit Memo (ADM) Management and Enforcement Policy**

In line with the update of NUBA's policies, and in compliance with [IATA Resolution 850m](#) – an international regulation that governs all travel agencies and authorizes airlines to issue an ADM to recover funds derived from ticketing infractions – the following policy is established.

This policy applies to all Travel Advisors (TAs), assistants, affiliates / Powered by NUBA, as well as internal staff with SABRE signature, who request ticket issuance or modifications through NUBA, Brickell, or any third-party agency with which NUBA maintains an agreement.

### **ADM Review**

The Air Team will be responsible for analyzing the validity of each ADM received. In cases where the charge is deemed invalid, the corresponding dispute will be filed with the airline in order to minimize or waive the penalty.

### **Responsibility for ADMs**

- Any ADM issued by an airline or supplier as a result of ticketing errors, fare rule violations, improper reissues, incorrect use of forms of payment, or other practices considered “misconduct” will be the direct responsibility of the TA who requested the issuance and/or modification of the ticket.

This responsibility extends to any issuance or change requested by the TA's assistants, as well as by members of the internal team (Contacts, In House, MICE). Therefore, it is essential that all parties involved participate in the training sessions provided by NUBA.

### **Collection Procedure**

- The amount of any ADM will be deducted from the commissions generated by the responsible TA.
- If no commissions are pending, the TA must reimburse the amount directly to NUBA immediately.
- In the event of repeated infractions or significant amounts, NUBA may implement additional measures to safeguard the company's overall operations.

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## Prevention and Training

- It is the responsibility of each TA to verify and comply with fare rules before requesting the issuance or modification of a ticket (including regulations, validity, penalties, cancellations, among others).
- All users must regularly participate in the training sessions provided by the Air Team and airlines, where policies are updated, best practices in ticketing are reinforced, and the correct use of the GDS is promoted.
- The TA is responsible for ensuring that their assistant is properly trained and applies the knowledge and updates provided by NUBA, the GDS, or the airlines.

**Important:** Compliance with this policy is mandatory. Proper ticketing and strict adherence to airline policies are essential to safeguard NUBA's operations and prevent unnecessary financial impacts.

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**Version:** 1.0

**Authorized by:** General Management