



**BSP - TÜRKİYE  
BİLDİRİ - 275**

İstanbul, 22 Şubat 2008

Sayın Acente Yöneticisi,

**ADM DISPUTE KOŞULLARINA İLİŞKİN “RESOLUTION 832”DE YAPILAN DEĞİŞİKLİK HAKKINDA BİLGİLENDİRME**

01 Ocak 2008 itibariyle efektif olan Resolution 832’deki değişiklik ile ADM Dispute koşulları ve BSPlink sistemindeki fonksiyonel değişikliklere ilişkin bilgiyi aşağıda bulabilirsiniz.

Saygılarımızla,

IATA

-----  
*As a consequence of changes to the ADM provisions contained in Resolutions 818 and 832 as adopted by the June 2007 Passenger Agency Conference (PACConf) airlines are now obliged to come to agreement on a disputed ADM with the concerned Agent prior to resolving such ADM through the BSP. If an agreement cannot be found within the prescribed parameters then the dispute must be handled bilaterally outside of the BSP.*

*Any disputed ADM in the BSPlink system is automatically suspended and will not be processed to the agent billing until such time as action is taken directly in BSPlink by the airline that raised the ADM.*

*Airlines have 60 days after receipt of a dispute in which to resolve and agree with the Agent whether such ADM was correct as issued, whether a new ADM needs to be issued for a revised amount or if the original ADM should be cancelled. Failure by the airline to resolve the ADM will result in the ADM automatically being cancelled out of the BSPlink system.*

*For all ADM disputes that are managed between airlines and Agents through the BSPlink system the following changes are being put in place:*

- 1. After 60 days disputed ADMs will be marked with the status 'deleted'.*
- 2. Airlines will be provided with an option in their email alert maintenance to be reminded after 45 days that they have unresolved disputed ADMs requiring action.*
- 3. A warning message will be displayed when an airline rejects a dispute that will require the airline to confirm that the rejection is as a result of an agreement reached between the airline and Agent that the ADM as raised is correct.*

*There are no functions being built into the BSPlink system to manage the agreement process between an airline and an Agent. This is a bilateral process that airlines must manage with their Agents outside of the BSP.*

*Airlines are reminded that the provisions contained in Agency Conference resolutions are binding on all Members and all participant BSP Airlines.*

**International Air Transport Association**

Cumhuriyet Cad. No:171/7  
Elmadag 34373 Istanbul  
Turkey  
Tel: +90 212 219 66 00  
Fax: +90 212 219 66 05