About IATA ADM Working Group

The aim of ADMWG is to improve the efficiencies in our current distribution chain, which have been identified through ADM data. We work on identifying, developing and implementing solutions that would result in a reduced need for post-billing revenue recovery through ADMs. Our goal is for the industry to work together more effectively and efficiently.

ADMs are an enormous source of friction between business partners, therefore the ADMWG involves all industry actors (Airlines, Agents and their Associations, GDSs, ATPCO, ARC & IATA SMEs) working together in a data-focused and blame-free environment, where constructive solution-oriented discussions take place to bring in reduction of the workload required for capturing revenue leakages, thereby reducing ADM volumes and settlement timeframes, as well as improving business relationships amongst the industry.

‘Delta views the ADMWG as a positive effort and has benefitted all concerned. We have seen a significant reduction in ADMs which has led to improved communication and relationships not only with the agent community, but with the GDS providers and ATPCO as well. This initiative will reduce ADM issuance and volume of disputes which means transactions will be sold and reported correctly at time of ticketing.’

-Tim W. DeLaney and Hope Harper- Delta

‘The progress of the ADMWG is better from Workshop to Workshop and the best practices and solutions worked together from all parties are very helpful. Being a member of the ADMWG has permitted us to improve the relationship with Airlines and to be able to solve particular issues by being informed about new best practices and resolutions from the ADMWG.’

-Orsina Michailidis and Lars Holling- AERTICKET

‘ADMWG has the momentum – more and more participants are attending and what is even more important; right people from each organization are there. Discussions are valuable and honest. I truly believe the group is going towards ADM reduction, mainly by highlighting the biggest challenges from the parties involved in ADM lifecycle. I specially appreciate the technical approach to ADM which IATA is promoting.’

-Krzysztof Kosciesza-Zaba, Supervisor, Air Pricing Operations- Sabre
**Key Findings**

1. Sales volumes directly impact ADMs, however the ADMWG efforts have improved the fluctuations. Global transactions in ’16 were increased by 7.38% & ADMs by 14.92% from ’15. In ’17 whilst transactions increased by 13.17%, ADM volume only went up 0.08%!

2. On average it takes 11 weeks for ADMs to be detected and issued. ADMs also attract a lengthy 4-6 month process until it can be settled. By streamlining processes and increasing the transparency of information, this timeframe can be reduced.

3. The cost of administering an ADM is approximately 15% of the average ADM transaction cost for Airlines, and 26% for Agents. The reduction of ADM issuances will significantly bring down back office administration costs.

Data Source: All figures are based on 2017 full year data and market research, excluding ADMs undetermined from an ADM Category.