This factsheet used ADM data from 2015-2016. The data on the reversal demonstrates the importance of the IATA ADM Working Group’s recommendation to ensure alignment between Airline’s commercial strategies and the respective Commission Control Setups in the BSP. Such misalignment is a contributing factor to ADM attraction.
FAST FACTS

ADMs RELATED TO COMMISSION ISSUES

- **2015**
  - $23.6M USD
  - 316K ADMS
  - 18% related to manual fare calculations
  - 82% were NOT manual calculations

- **2016**
  - $20.5M USD
  - 407K ADMS

In over half of the global BSPs, there are over 2500 setups that are more than 20 YEARS OLD!

- Years: 20 → 10-19 → 5-10
- Over 3800 are between 10-19 years old
- Over 2600 are 5-9 years old

- Over the years these setups may no longer be aligned with your commercial strategies, and if not properly managed, may work against your strategies by incorrectly controlling and adjusting the reported standard commission rates at Processing, thereby attracting ADMs.

HIGHLIGHTS OF THE GEOGRAPHIC DISTRIBUTION

- Globally, there is 1 ADM related to commission issues for every 2900 transactions issued (1:2900)
  - ITALY: 1:1947
  - CANADA: 1:477
  - MEXICO: 1:441
  - SAUDI ARABIA: 1:842
  - AUSTRALIA: 1:1587

**HOW TO MANAGE?**

1. **CLEAN**
   - Conduct a global spring clean with the ADM Project Team.

2. **UPDATE**
   - Create the best practices where updating the BSP is part of your process in changes to your local Commission policies and strategies. You can do so by contacting the IATA Customer Service team.

3. **CHECK**
   - You can always ask the IATA Customer Service team to help you extract information about your setup in a certain market to make sure that they are update from time to time.

**WHAT’S COMMING NEXT?**

- >> Enhancements in BSP Commission Control management for a more streamlined, transparent and less error prone process.

- >> New features in the BSP systems to enable query of your own commission control setups for each market and stay informed.

- >> Query options for GDSS and Agents (subject to access permission), to lower errors at ticketing.

- >> Self-service commission control update to be gradually introduced.