

Cathay Pacific Airways Limited (CX)
Agency Debit & Credit Memo (ADM/ACM) Policy

Updated: 16 July 2026

Applicable to travel agents in SAMEA markets:

- India: India
- Middle East: Bahrain, Egypt, Jordan, Kazakhstan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, United Arab Emirates
- Africa: Kenya, Madagascar, Malawi, Mauritius, Nigeria, South Africa, Botswana
- South Asia: Bangladesh, Nepal, Pakistan, Sri Lanka

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1. Introduction

1.1 Purpose of the Policy

This policy sets out the rules for issuing and managing Debit and Credit Memos (ADM/ACM) between Cathay Pacific Airways Limited (CX) and travel agents.

1.2 Scope

The policy applies to all travel agents handling CX ticketing, covering ADM/ACM issuance, disputes, and related fees.

2. Agency Debit Memo (ADM) Policy for Travel Agents

2.1 Scope

CX may issue ADMs to agents to collect amounts or make adjustments related to issuance and use of BSP Standard Traffic Documents validated on CX, regardless of which carriers are included in the itinerary.

In general, the scope covers but is not limited to:

CX reserves the right to issue an ADM and recover any amount, charge, cost, loss, tax, surcharge, fee, administrative fee, or other sum arising from any agent act, omission, non-compliance, misuse, under-collection, incorrect application, or violation of any applicable fare, rule, policy, procedure, or agreement, whether or not such item is expressly listed in this policy. Any examples or categories set out in this policy are illustrative and not exhaustive.

- a) Under collection and/or omission on fares, tour package prices, compensation, penalties, re-booking fees, service charges, fuel surcharges etc.
- b) Under collection and/or omission of taxes, any government or local authority charges and fees; etc.
- c) Commission over-claimed
- d) Contravention of fare, tax and refund rules
- e) Excess refund
- f) Recall of commission on refunds
- g) Noncompliance with CX GDS ticketing and booking procedures
- h) Noncompliance with terms and conditions of Sales Agreements
- i) Agency credit cards are not accepted by CX. In select markets, only approved passenger credit cards may be used in accordance with local CX policy, with applicable MDR collected via OB tax. In certain markets or fare types, credit card usage may not be permitted as per fare rules and must be strictly adhered to. Any misuse, incorrect application, or non-compliance will result in ADM recovery, including applicable MDR, administrative fees, and any penalties as per policy.
- j) Unreported traffic documents
- k) Credit card chargeback

- l) Administration fee for form of payment change
- m) Duplicate use/refund of traffic documents
- n) Errors made either by the agent or BSP Processing Centre in BSP report
- o) Transactions fees for the use of IATA EasyPay to pay for tickets.
- p) Recall of “cut and pay” incentive on non-eligible sectors which is given to consolidators through BSP due to system limitation.

Note: Alternative uses of ADMs are permitted if agreed bilaterally between CX and the agent.

2.2 Processing of ADMs

2.2.1 CX will issue ADMs to agents through BSPlink on a daily basis. To adjust sales, an ADM may be issued within nine months of the final travel date or the expiry date of the document if the final travel date cannot be established. To adjust refunds, an ADM may be issued within nine months of the BSP remittance date on which the refund document was processed. Any debit action initiated beyond the aforementioned period will be handled directly by CX with the agent. The following exceptions apply:

- (a) Omission and/or undercollection of taxes and local authority charges and fees for tax reporting and audit purposes.
- (b) Unreported sales and credit card chargebacks

2.2.2 CX will not send physical copies of ADMs to agents but will provide supporting documents and breakdowns upon request. For complicated calculations and for ADMs issued for a series of tickets involving taxes and surcharges, supporting listings and breakdowns will be attached in BSPlink at the time of issuance.

2.2.3 CX will not issue more than one ADM to recover fares, surcharges, or taxes in relation to the same ticket unless the nature of the collection or adjustment is materially different from that of the previously issued ADM. For example, if the agent subsequently refunds the ticket and an over-refund is identified, CX may issue another ADM in relation to that ticket even if an earlier ADM had been issued for under-reporting of fares, surcharges, or taxes.

2.2.4 CX will issue an ADM for a specific transaction only and will not group unrelated transactions together. However, more than one charge may be included in one ADM if the reason for the charge is the same.

2.2.5 Unless otherwise agreed, CX will not issue ADMs to collect third-party costs not directly associated with the initial ticket of a passenger journey.

2.2.6 CX will not issue a single ADM for an amount less than USD 20 before adding the applicable administrative fees listed in section 2.3 below.

2.2.7 All charges and administrative fees set out in this policy are denominated in USD and may be billed and collected in the applicable local BSP billing currency at the prevailing exchange rate applied at the time of processing or settlement.

2.3 Administration Fees and Charges

In addition to any fare discrepancy on the ticket, CX may levy the following administration fees and/or charges and reserves the right to amend these charges to cover costs related to ADM processing.

CATHAY PACIFIC - SAMEA ADM/ACM CHARGE POLICY				
NOTE - INVENTORY WASTAGE POLICY				
<i>Travel agents must avoid making bookings that result in the unnecessary use of CX inventory. Practices leading to inventory wastage include, but are not limited to, the following:</i>				
Area	Practice / Event	Policy Reference	Charge (USD)	Admin Fee (USD)
SECTION A: BOOKING PRACTICES				
Booking	Noncompliant practices (duplicates, churning, passive segments, GDS wastage) <i>(Violation)</i>	Section C/E	USD 20/segment	USD 15
Booking	POC/Married Segment/OD abuse - Economy, Premium Economy, Business & First Class <i>(Violation)</i>	Section C/E	USD 350/segment	USD 15
Booking	Inaccurate passenger info / Unauthorized name change <i>(Violation)</i>	Section C	USD 20/segment	USD 15
Booking	Membership/Corporate privileges misuse <i>(Violation)</i>	Section C	USD 100	USD 15
Booking	Waitlisting / MCT violation / non-ticketed no-show <i>(Violation)</i>	Section C	USD 20/segment	USD 15
SECTION B: TICKETING POLICY				
Ticketing	Incorrect fare / Manual price adjustment <i>(Error)</i>	Section D.I.1	ADM issued only if ≥ USD 20	USD 15
Ticketing	Taxes/fees not collected or incorrectly coded <i>(Error)</i>	Section D.I.5	Tax under-collection (ADM issued only if ≥ USD 20)	USD 15
Ticketing	TTL violation (not ticketed/cancelled before TTL) <i>(Violation)</i>	Section D.I.2/C	USD 20	USD 15

Ticketing	Void to extend TTL/Refund manipulation to reset TTL (<i>Violation</i>)	Section D.I.3	USD 100	USD 15
Ticketing	Class mismatch / No-show/Change fee not collected (<i>Error</i>)	Section D.I.4/7	Applicable difference (ADM issued only if ≥ USD 20)	USD 15
Ticketing	Baggage/Ancillary incorrectly stated (<i>Error</i>)	Section D.I.6	Correction difference (ADM issued only if ≥ USD 20)	USD 15
Ticketing	Refund penalty / Fare diff not collected on reissue (<i>Error</i>)	Section D.I.1/3/7	Under-collection amount (ADM issued only if ≥ USD 20)	USD 15
Ticketing	Unauthorized FOP / Commission abuse (<i>Violation</i>)	Section D.I.5/E	USD 20	USD 15
Ticketing	Incorrect / Missing tour code (<i>Error</i>)	Section D.I.1	USD 20	USD 15
Ticketing	Agency credit card use prohibited / Invalid card guarantee (<i>Violation</i>)	Section D.I.5	Actual loss or minimum USD 20 (where applicable) + USD 15 admin fee	USD 15
Ticketing	Credit card chargeback (<i>Loss case</i>)	Section D.I.5	Chargeback amount + USD 15 admin fee	USD 15
Ticketing	Unauthorized / non-customer card (<i>Violation</i>)	Section D.I.5	3% of credit card payment (Gross Fare + Taxes) + USD 15 admin fee	USD 15
Ticketing	Unauthorized card subsequently resulting in chargeback (<i>Loss case</i>)	Section D.I.5	Chargeback amount + USD 15 admin fee	USD 15

SECTION C: EASY PAY / INSTALLMENT PAYMENT				
Easy Pay	Unauthorized use / Eligibility not verified (<i>Policy violation</i>)	Section D.I.5	USD 20	USD 15
Easy Pay	Cancellation error / Failed payment handling (Pricing error)	Section D.I.3/7	Outstanding amount (ADM issued only if ≥ USD 20)	USD 15
Easy Pay	Booking manipulation for Easy Pay benefits (<i>Violation</i>)	Section C	USD 100	USD 15

Note: Policy references in the table are aligned with **Agency Booking & Ticketing Policy** and related booking, ticketing, and payment handling guidelines, as applicable.

2.5 ADM Correspondence and Dispute

2.5.1 Agents disputing ADMs issued by CX should email to respective country/location email IDs with reasons.

Country / Location	Point of Contact for Dispute / Queries
India	lavina_aranha@cathaypacific.com
United Arab Emirates / Saudi Arabia / Other Middle East/ Kazakhstan	dxb8fin@cathaypacific.com
South Africa	jnbssp@cathaypacific.com
	jnbcc@cathaypacific.com
Sri Lanka	CMB#FIN@cathaypacific.com
	CMB#SAL@cathaypacific.com
Nepal	junu_maleku@cathaypacific.com
Bangladesh	asadur_rahman@cathaypacific.com

2.5.2 CX will respond to agents' ADM disputes in accordance with IATA Resolution 850. Please refer to the post-billing dispute guide.

2.5.3 For any valid dispute submitted after expiry of the BSPlink latency period and up to six months from the date of the ADM, CX reserves the right to charge a late administrative fee, which will be deducted from any credit memo issued to the agency. Any ADM dispute submitted after six months from the date of the ADM will not be entertained.

2.5.4 Dispute for tickets issued under Global Distribution System (GDS) fare guarantees should be made to GDSs. Reimbursement for ADMs deducted through BSPlink should be made to agents directly by GDS.

2.6 Reporting Short Payment by ADM Request through BSPlink

2.6.1 In line with the automation of sales summary adjustment by BSP, agents should report short payment by ADM Request function through BSPlink to CX for authorization.

3. Agency Credit Memo (ACM) Policy for Travel Agents

3.1 Scope of ACM

CX will issue ACMs to reimburse or make adjustments to agents for cash activities resulting from errors made by either agents or the BSP Processing Centre. Any overpayment for transportation or related charges and fees paid by credit card will only be refunded to the original credit card used for the ticket purchase.

3.2 Online ACM Request on BSPlink by Agents

3.2.1 In line with the automation of sales summary adjustment by BSP, agents should submit ACM Requests through BSPlink to CX for authorization. Copies of supporting documents should be scanned and attached to the ACM Request. Absence of supporting documents will result in a delay in the processing of the ACM Request.

3.3 Permitted Time Frame and Minimum Adjustment Amount

1. 3.3.1 Adjustment requests will not be accepted one year after the date of ticket issuance.
- 3.3.2 Amounts less than **USD 5** per transaction will not be handled.

3.4 Administration Fee

3.4.1 CX will levy an administrative fee of **USD 15** on agency commission not deducted, or short-deducted, at source and reserves the right to amend this administrative fee to cover transaction costs related to the processing of ACMs.

3.4.2 In the case of issuance for agency credit under-collections, CX reserves the right to charge an administrative audit fee of up to USD 15, and such fee will be reflected on the ACM.

3.4.3 All amounts stated in this section are denominated in USD and may be processed in the applicable local BSP billing currency at the prevailing exchange rate applied at the time of processing or settlement.

3.5 Processing of ACM Request

3.5.1 CX will only process ACMs from agents for transactions with the same reason. Grouping unrelated transactions in one ACM Request is not permitted.

3.5.2 CX will authorize ACM requests from agents online in BSPlink.

- CX will state the reason(s) and/or revised value for any rejected ACM Request in BSPlink. The agent may re-submit the ACM Request in BSPlink with the revised value, where applicable.
- For rejected ACM Request, no ACM will be issued unless it is bilaterally agreed between CX and the agent for re-submission through ACM Request in BSPlink.

- Although the above summarizes the ADM/ACM policy of CX, it should not be construed as complete or final, as it may be reviewed and amended by CX from time to time as necessary. In the event of recurrent abuse, suspected fraud, or other extraordinary circumstances, an in-depth audit may be performed, and the foregoing may no longer apply.

4. General Provisions

4.1 Policy Updates and Revisions

Cathay Pacific Airways Limited (CX) will periodically review and update this policy to ensure ongoing compliance and relevance. All revisions will be communicated to all travel agents prior to implementation. The latest version of the policy will be made available upon request or via the designated company portal.

4.2 Exceptional Circumstances (e.g., fraud, audit)

In cases of suspected fraud, abuse, or other extraordinary circumstances, CX reserves the right to conduct audits or investigations. CX may temporarily suspend standard ADM/ACM procedures and take appropriate actions, including recovery of funds or legal proceedings, as deemed necessary.

4.3 Consequences for Policy Violations

Without limiting any other rights or remedies available to CX under applicable law, contract, fare rules, policies, procedures, or agreements, CX reserves the right to recover from the travel agent any amount, charge, cost, loss, tax, surcharge, fee, administrative fee, audit cost, or other sum arising from or in connection with any policy violation, act, omission, misuse, under-collection, incorrect application, non-compliance, or other conduct causing loss or exposure to CX, whether or not expressly specified in this policy. The remedies and examples set out in this section are cumulative and non-exhaustive.

Administrative Fee - In addition to any other legal or equitable remedies, CX reserves the right to charge the travel agent an administrative service fee for each violation of this policy without further notice.

Damages - In addition to the remedies set out in this policy, CX reserves the right to cancel bookings, suspend ticket status, and hold the travel agent responsible for any losses and damages arising from a violation of this policy by the relevant travel agent.

Loss of Access/Termination - CX further reserves the right to cease any travel agent's access to view, book, and, where applicable, ticket CX inventory and/or terminate the appointment of any travel agent that does not comply with this policy. In such cases, any unticketed PNRs will be subject to cancellation.

Although the above summarizes the ADM/ACM policy of CX, it should not be construed as complete or final, as it may be reviewed and amended by CX from time to time as necessary. In the event of recurrent abuse, suspected fraud, or other extraordinary circumstances, an in-depth audit may be performed, and the foregoing may no longer apply.