CHECKLIST 1 OF 6

Pre-ticketing checklist

Run these 16 checks before issuing every airline ticket. Tick each box. If one cannot be ticked, stop and fix it first.

- [ ] **Passenger names:** match the passport: spelling, order and title.
- [ ] **Passenger type:** adult, child or infant matches the date of birth on every travel date.
- [ ] **Travel dates and routing:** the PNR holds the itinerary the customer confirmed, in the order they will fly it.
- [ ] **Booking class and availability:** every segment is confirmed (HK) in the class the fare requires.
- [ ] **Fare basis:** belongs to this passenger, this season and these days of the week.
- [ ] **Fare rules and restrictions:** advance purchase, minimum and maximum stay, change and refund penalties are read and explained to the customer.
- [ ] **Baggage allowance:** is the one filed with the fare. Nothing is promised that the fare does not include.
- [ ] **Ticketing time limit:** issue is inside both the airline's time limit and the fare's own deadline.
- [ ] **Taxes and surcharges:** are calculated by the system, with no manual edits.
- [ ] **Commission:** comes from the current contract table for this airline and market.
- [ ] **Form of payment:** is the customer's own and is accepted by this airline in this market.
- [ ] **Airline-specific restrictions:** the validating carrier is allowed for this itinerary, and any market or card rule is checked.
- [ ] **Endorsement and tour code:** are as the fare and the contract require.
- [ ] **PNR remarks and documentation:** waivers, authorities and customer instructions are recorded in the PNR.
- [ ] **Ticket price versus stored fare:** the amount about to be issued equals the fare stored after the last change.
- [ ] **Final ticket validation:** after issue, display the ticket: status open, coupons match the PNR.

PNR / record locator _____

Passenger(s) _____

Checked by and date _____

General information for travel businesses. Airline, IATA and ARC rules differ by airline and market and change over time: confirm before acting.

CHECKLIST 2 OF 6

Refund and exchange verification

Before any refund or exchange, verify the original ticket, the fare conditions, the airline's current policy and the calculation.

- [ ] **1.** The original ticket is displayed and the status of **every coupon** is known (open, flown, refunded, exchanged).
- [ ] **2.** The **fare rule of the original ticket** has been read, as it applied on the date of issue (penalty category).
- [ ] **3.** The request is classified: **voluntary** or **involuntary**. If involuntary, the airline's notice or waiver code is on file and its dates cover this ticket.
- [ ] **4.** The stage is correct: **before departure, after departure or after no-show**. The matching penalty is used.
- [ ] **5.** The refundable amount is worked out **line by line**: fare, carrier surcharges (YQ/YR) and each tax.
- [ ] **6.** A **partly used** ticket is re-priced the way the rule says, not by refunding "half".
- [ ] **7.** For an exchange, the new fare is priced today. **Additional collection = fare difference + change fee + tax difference.**
- [ ] **8. Residual value** is treated as the rule says: refund, credit or forfeit.
- [ ] **9.** The **change fee** is collected the way this airline instructs (some require an EMD linked to the ticket).
- [ ] **10. Commission** on the refund or exchange matches the original sale.
- [ ] **11.** A refund goes to the **original form of payment**.
- [ ] **12. Written airline authority** is attached for anything outside the rule, and noted in the PNR.
- [ ] **13.** A **second approval** has been given if the amount is above the agency's limit.
- [ ] **14.** After processing, the **ticket record is displayed** and its new status confirmed. The customer has the result in writing.

Ticket number _____

Calculation (write it out) _____

Approved by and date _____

General information for travel businesses. Airline, IATA and ARC rules differ by airline and market and change over time: confirm before acting.

TEMPLATE 3 OF 6

Airline ADM policy review

Fill one sheet per airline, from the airline's own published policy for your market. Review it every quarter and whenever the airline announces a change.

Airline _____

Market / BSP country _____

Policy link _____

Version or "last updated" date _____

Reviewed by and date _____

Time limit for raising ADMs _____

Dispute window (days) and channel _____

Administration fee _____

Minimum ADM value _____

Churn limit _____

Inactive segment deadline _____

Passive segment rules _____

Duplicate / fictitious booking fees _____

Ticketing deadline rules _____

Accepted forms of payment / card rules _____

Refund rules _____

How change fees are collected _____

Validating carrier (plating) rules _____

Contact for ADM queries _____

Changes since last review _____

Desk informed on (date) _____

General information for travel businesses. Airline, IATA and ARC rules differ by airline and market and change over time: confirm before acting.

CHECKLIST 4 OF 6

ADM dispute evidence

Check the dispute deadline for this memo in BSPlink or ARC Memo Manager first. Then collect the evidence before you write the dispute.

ADM number and airline _____

Date received / dispute deadline _____

Reason stated by the airline _____

Amount and administration fee _____

Evidence to attach

- ☐ **1.** The ADM itself, with the airline's reason and calculation.
- ☐ **2.** The e-ticket record and coupon status.
- ☐ **3.** The PNR history.
- ☐ **4.** The stored fare or fare quote, showing automatic pricing if it was auto-priced.
- ☐ **5.** The fare rule text that applied on the date of issue.
- ☐ **6.** The airline's own message: schedule change, waiver notice or queue message.
- ☐ **7.** Written authority from the airline for anything outside the rule.
- ☐ **8.** Your refund or exchange calculation.
- ☐ **9.** Card authorisation, where payment is in question.
- ☐ **10.** The clause of the airline's own ADM policy you rely on.

The twelve steps

1 Receive the notification · 2 Identify the ticket and PNR · 3 Read the stated reason · 4 Check the airline's ADM policy · 5 Retrieve fare quote and ticketing records · 6 Review the PNR history · 7 Verify fare, tax, commission and transaction details · 8 Gather evidence · 9 Submit a detailed dispute through the right channel · 10 Monitor the response · 11 Record the outcome · 12 Update your procedures.

Dispute submitted on _____

Outcome and amount recovered _____

What we changed to prevent a repeat _____

General information for travel businesses. Airline, IATA and ARC rules differ by airline and market and change over time: confirm before acting.

CHECKLIST 5 OF 6

Daily, weekly and monthly routine

Put a name next to each line. A check without an owner does not happen.

Every day

- [ ] Work every queue: schedule changes, airline messages, time limits.
- [ ] Check yesterday's ticketing errors: failed issues, voids and reissues, each confirmed on the ticket record.
- [ ] Review unticketed bookings departing in the next 72 hours. Ticket or cancel each one.
- [ ] Monitor cancellations and rebookings. Ask about any passenger rebooked more than once.
- [ ] Compare tickets issued with the fares stored for them.
- [ ] Look at BSPlink or Memo Manager for new memos.

Every week

- [ ] Review every refund and exchange processed, against the calculation and the approval.
- [ ] Check for unusual booking patterns: many bookings and few tickets, repeated names, late unticketed bookings.
- [ ] Review sub-agent activity.
- [ ] Read airline policy updates and BSPlink notices, and tell the desk what changed.

Every month

- [ ] Reconcile BSP or ARC transactions line by line.
- [ ] Analyse ADM trends by reason, airline and agent.
- [ ] Review each employee's ticketing figures and ADM history with them.
- [ ] Run a short compliance training session on the month's top reason.
- [ ] Update the checklist, the policy register and the written procedures.

General information for travel businesses. Airline, IATA and ARC rules differ by airline and market and change over time: confirm before acting.

SCORECARD 6 OF 6

Agency ticketing compliance scorecard

Circle one answer per line for the agency as it works today. Yes = 2, Partly = 1, No = 0. The score is a rule of thumb to show where to start, not an audit result.

Statement	Yes	Partly	No
1. Every ticketing agent signs in to the GDS with their own ID.	2	1	0
2. We keep a dated register of the ADM and booking policies of our main airlines.	2	1	0
3. Queues are worked every day, and someone checks that they were.	2	1	0
4. We list unticketed PNRs by departure date daily and ticket or cancel them.	2	1	0
5. Fares are re-priced and stored after every itinerary change.	2	1	0
6. Manual fares, negotiated fares and waiver codes need a recorded reason or approval.	2	1	0
7. Refunds and exchanges above a set value need a second approval.	2	1	0
8. Voids, refunds and reissues are checked on the ticket record the same day.	2	1	0
9. We reconcile BSP or ARC billing line by line every period.	2	1	0
10. Every ADM is logged with airline, reason, amount, agent and outcome.	2	1	0
11. Sub-agents (if any) have written booking rules and their bookings are reviewed.	2	1	0
12. ADM results are reviewed monthly and lead to training or a changed procedure.	2	1	0

Total (out of 24) _____

20 to 24: strong controls; keep the monthly review going. **12 to 19:** some gaps; start with every line scored 0. **Below 12:** high exposure; start with daily queue work, the unticketed list and the ADM log.

FROM INNOVATE SOLUTION

The full handbook, the Excel tracking template and the GDS entries behind every check are free on our site.

Read the ADM prevention handbook · **GDS Command Hub**

We build travel booking, accounting and credit-control software for agencies and consolidators. **Talk to our team**.

Scan for the handbook

General information for travel businesses. Airline, IATA and ARC rules differ by airline and market and change over time: confirm before acting.