

ADM Policy of LLC “Aircompany Ikar” for BSP Agents of China.	俄罗斯伊可亚航空有限责任公司中国 BSP代理ADM政策
Air Operator: LLC “Aircompany Ikar” (the “Airline”)	航空公司: 俄罗斯伊可亚航空有限责任公司 (“航空公司”)。
Airline’s code: EO/770	航空公司代码: EO/770
Effective date: March “01 “, 2019	生效日期: 2019年3月1日
This ADM Policy regulates the Agent’s Debit Memos (the “ADM”).	本ADM政策规定代理商的理代收转付单 (“ADM”)。
1. Terms and Definitions	1. 术语与定义
For purposes of this ADM Policy, terms and definitions used herein are approved in the IATA Manual for Agents and IATA Resolution No. 866.	在本ADM政策中, 此处使用的术语与定义在IATA代理手册及IATA第866号决议中批准。
2. General	2. 总则
2.1. This Policy is established in accordance with:	2.1. 本政策的制定依据:
<ul style="list-style-type: none"> The Airline’s rules, procedures and regulations; 	<ul style="list-style-type: none"> 航空公司的规则、程序及规章;
<ul style="list-style-type: none"> Applicable IATA Resolutions; 	<ul style="list-style-type: none"> 适用的IATA决议;
<ul style="list-style-type: none"> IATA Manual for Agents, including Chapter 14 (Local 	<ul style="list-style-type: none"> 适用于特定国家的IATA代理手册, 包括第14章 (当地程序); 以及

<p>Procedure), as applicable to a certain country; and</p>	
<ul style="list-style-type: none"> ISS Service Provision Manual. 	<ul style="list-style-type: none"> ISS服务提供手册。
<p>2.2. When the Agents books seats and issues tickets under the Airline code, the Agent shall comply with all terms and conditions of published fares, fees, ancillary services and other regulations of the Airline, otherwise the Airline shall have the right to issue an AMD to the Agent.</p>	<p>2.2. 代理商根据航空公司代码订座并签发机票时, 应当遵守航空公司公布的票价、费用、辅助服务及其他规定的所有条款和条件, 否则航空公司可以向代理商签发AMD。</p>
<p>2.3. The Airline shall have the right to issue an ADM to receive additional charges or adjust any transactions of the Agent in relation to booking and/or issuing of traffic documents, regardless of the airline specified in the itinerary.</p>	<p>2.3. 航空公司可以签发ADM, 以收取额外费用或调整代理商与预订及或签发交通文件有关的任何交易, 不论行程中规定何航空公司。</p>
<p>2.4. If the Agent's error was caused by a CRS/GDS failure, the Agent shall pay the issued ADM in accordance with the procedure specified therein and directly contact the CRS/GDS to recover the losses, without involving the Airline, except when any additional information is needed.</p>	<p>2.4. 代理商的错误是由于CRS/GDS故障造成的, 代理商应当按照其中规定的程序支付签发的ADM, 并直接联系CRS/GDS以弥补损失, 不得吸引航空公司, 除非需要任何附加信息。</p>
<p>2.5. ADMs are created in BSPlink within nine (9) months after the flight completion, as specified in the issued ticket or booking (Resolution 850m).</p>	<p>2.5. ADM根据在航班完成后九(9)个月内在BSPlink中创建, 如已签发的机票或预订规定(第850m号决议)。</p>
<p>2.6. To adjust incorrect refunds ADMs are created in BSPlink within nine (9) months after the related transaction date (Resolution 850m).</p>	<p>2.6. 为了调整不正确的退款, ADM在相关交易日期后九(9)个月在BSPlink中创建(第850M号决议)。</p>

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2.7. All ADMs are created in BSPlink.	2.7. 所有ADM一律在BSPlink中创建。
2.8. All disputes and any other acts in relation to an ADM issued shall be managed in BSPlink only.	2.8. 与发布的ADM有关的所有争议和任何其他行为只能在BSPLink中管理。
2.9. The Agent shall have the right to object an ADM, by using the ADM/ACM Dispute in BSPlink.	2.9. 代理商可以通过使用BSPLink中的ADM/ACM争议功能对ADM提出异议。
2.10. The Agent shall have the right to dispute an ADM only once in every thirty (30) days after the issue date (Resolution 850m).	2.10. 代理商可以在签发日期后每三十(30)日对ADM提出一次异议(第850m号决议)。
2.11. The ADM issue date shall be deemed the date of its creation and uploading into BSPlink.	2.11. ADM创建和上传到BSPlink的日期应当视为其签发日期。
2.12. For issued ADMs, the term to review a claim is sixty (60) days after the Agent disputed the related ADM in BSPlink (Resolution 850m).	2.12. 对于已发布的ADM, 审查索赔的期限为代理商在BSPLink中对相关ADM提出异议后六十(60)日(第850m号决议)。
2.13. An ADM disputed by the Agent shall not be accepted by the Airline for review, unless all the accompanying documents are provided by the Agent via BSPlink.	2.13. 代理商通过BSPlink提供所有随附文件除外, 航空公司不得接受代理商提出异议的ADM进行审查。
2.14. For purposes of reviewing an ADM, the Airline shall have the right to request additional information from the Agent.	2.14. 为了审查行ADM, 航空公司可以要求代理商提供更多信息。
2.15. In the case when the Agent failed to dispute an ADM within the term specified in Article 2.10, such ADM will automatically be included into the Airline's report and the sum	2.15. 代理商未能在第2.10条规定的期限内就ADM提出异议的, ADM将自动纳入航空公司的报告里, 并ADM中收取的款项将在该条规定

<p>charged in the ADM will be paid to the Airline within the calculation period specified therein.</p>	<p>的计算期限内应当支付给航空公司。</p>
<p>2.16. If an ADM is proven to be incorrect, the Airline will agree with the Agent's dispute and void the ADM, if not paid out, or issue the Agent's Credit Memo (the "ACM"), if the ADM was paid out, such ACM being issued in the sum paid under the ADM. Such ACM will be paid to the Airline within the calculation period specified therein.</p>	<p>2.16. ADM被证明是不正确的, 航空公司应当同意代理商提出的异议, 并将没有支付的ADM作废, 或为已支付的ADM签发代理付款通知 ("ACM"), ACM应当在其中规定的计算期限内支付给航空公司。</p>
<p>2.17. The Airline establishes the administrative surcharge/penalty for the transaction adjustment in column taxes as YY in the amount of EUR 10 to cover the Airline's administrative costs to issue an ADM/ACM in the following cases:</p>	<p>2.17. 航空公司在税款一栏将交易调整的行政附加费/罚款列为YY, 金额为10欧元, 用于支付航空公司在以下情况之下签发ADM/ACM的行政成本:</p>
<ul style="list-style-type: none"> • An ADM is issued in the sum of the losses incurred and not including the Penalty for non-compliance with the regulations on booking, traffic document issuing and reporting; 	<ul style="list-style-type: none"> • 签发的ADM金额为所发生的损失之和, 而不包括不符合预订、交通文件发布和报告规定的罚款;
<ul style="list-style-type: none"> • An ACM is issued to correct the Agent's error(s). 	<ul style="list-style-type: none"> • ACM是为了纠正代理商的错误而签发。
<p>2.18. In the case when the IATA cancels the accreditation of one or more offices of the Agent, the Airline will issue the ADM to the main office of the Agent or other office of Agent, as approved by the IATA.</p>	<p>2.18. IATA取消一个或数个代理机构的认证的, 航空公司将向IATA批准的代理机构总办事处或其他代理机构颁发ADM证。</p>
<p>Note.</p>	<p>注:</p>

The Agent shall not issue the ADM Requests/ACM Requests in BSPlink.	代理商不应当在BSPlink中签发ADM/ACM请求。
When the Agent finds an intrinsic error, the Agent shall:	当代理商发现固有错误时, 代理商应当:
<ul style="list-style-type: none"> Deliver the Intrinsic Error Register in the form established by the Airline to vyruchka_group@ikar.aero, together with the cover letter and under the outgoing number assigned. The email subject should be as follows: 	<ul style="list-style-type: none"> 按照航空公司制定的格式, 将固有错误登记表连同附信及指定的输出编号一起发送至vyruchka_group@ikar.aero。电子邮件主题应当如下:
“BSPDE_XXXXXXXXX_ADMREQUEST/ACMREQUEST, “	“BSPDE_XXXXXXXXX_ADMREQUEST/ACMREQUEST”,
Where for example:	其中例如:
BSPDE means the two-letter code of a BSP country (DE-Germany)	BSP DE是指BSP国家的两个字母代码 (DE为德国)。
XXXXXXXXX means the eight-digit number (as determined by IATA) of the sales office that requested the calculation amendments.	XXXXXXXXX是指要求修改计算的销售办事处的八位数 (如IATA确定)。
ADMREQUEST denotes the ADM request.	ADMREQUEST是指ADM请求。
ACMREQUEST denotes the ACM request;	ACMREQUEST是指ACM请求;
<ul style="list-style-type: none"> The cover letter shall explain the calculation amendments. The Airline will not accept any Intrinsic Error Registers without the cover letter; 	<ul style="list-style-type: none"> 附信应当解释计算修正。航空公司将不接受没有附信的任何固有错误登记;
<ul style="list-style-type: none"> The Airline shall review the Intrinsic Error Register and, if undisputed, issue the ACM/ADM in BSPlink. 	<ul style="list-style-type: none"> 航空公司应当审查固有误差登记簿, 如无提出异议, 应当在BSPlink中签发ACM/ADM。

<p>3. Accompanying Documents</p>	<p>3. 随附文件</p>
<p>3.1. If the Agent believes the Airline's ADM unreasonable, the Agent shall substantiate its reasoning with proper confirmations, including, without limitation</p>	<p>3.1. 代理商认为航空公司的ADM不合理的, 代理商应当以适当的确认证明其理由, 包括但不限于:</p>
<p>3.1.1. If the ADM arises out of an incorrect ticket price in the CRS/GDS,</p>	<p>3.1.1. ADM是由CRS/GDS中的不正确票价引起的</p>
<p><i>The booking data and ticket price, with the fare established as of the issue date.</i></p>	<p><i>订票数据与票价, 以及自出票日起确定的票价</i></p>
<p>3.1.2. If the ADM arises out of the absence of documents to confirm the passenger's eligibility to a special price and/or involuntary refund/exchange</p>	<p>3.1.2. ADM是由于没有证明乘客有资格获得特价及或非自愿退款或换票的文件而产生的</p>
<p><i>Accompanying documents as specified in the ADM.</i></p>	<p><i>随附文件在ADM中规定。</i></p>
<p>Note.</p>	<p>注:</p>
<p>To prevent issuing of ADMs due to non-confirmed involuntary returns, the Agent needs to manage refund transactions through the Refund Application master in BSPlink, with scanned copies of the accompanying documents attached.</p>	<p>为防止因未经确认的非自愿退货而签发ADM, 代理商必须通过BSPlink中的退款申请主程序管理退款交易, 并附上随附文件的扫描副本。</p>
<p>To prevent issuing of ADMs due to non-confirmed involuntary exchanges, the Agent needs to send all scanned copies of traffic documents and accompanying documents to: vyurchka_group@ikar.aero within one</p>	<p>为防止因未经确认的非自愿交换而签发ADM, 代理商需要在非自愿交换后的一个工作日内将所有交通文件和随附文件的扫描</p>

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business day after the involuntary exchange. The email subject should be as follows:	副本发送至: vyruchka_group@ikar.aero。电 子邮件主题应当如下:
“BSPDE_XXXXXXXX_DDMMYY_INVEX _TCTNBR, “	“BSPDE_XXXXXXXX_DDMMYY_INVEX _TCTNBR, ”
where:	其中:
BSPDE means the two-letter code of a BSP country (DE-Germany)	BSP DE是指BSP国家的两个字母代码 (DE 为德国) 。
XXXXXXXX means the eight-digit number (as determined by IATA) of the sales office that handles the involuntary exchange	XXXXXXXX是指处理非自愿换票的销售办 事处的八位数 (如IATA确定) 。
DDMMYY means the reporting period	DDMMYY是指报告期
INVEX denotes the involuntary exchange	INVEX是指非自愿换票
TCTNBR means the number of the air ticket exchanged involuntarily.	TCTNBR是指非自愿更换的机票号码。
4. Contacts	4. 联系人
Contacts are specified in BSPlink, Section ADDRESS MAINTENANCE/Query Address.	联系人在BSPlink的ADDRESS MAINTENANCE/Query Address部分中指定 。
5. Language Used	5. 适用语言
For BSP of All Countries (excluding Russia), ADMs are executed in the English language.	对于所有国家的BSP (俄罗斯除外) , ADM 均用英文办法。

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6. Non-Compliances and Sanctions.	6. 不符合项和处罚。
6.1. The Airline shall have the right to recover from the Agent the Penaltys listed below, by notifying the Agent thereof:	6.1. 航空公司可以通过通知代理商, 向代理商追回下列罚金:

No.	Non-Compliance	Penalty
1	A ticket is issued in the CRS/GDS (ET, EMD) and not included into the relevant period report (including exchanged tickets)	Fare9s) and fee(s) for the traffic, plus the Penalty of EUR 50 (Fifty) per air ticket or EUR 25 (twenty five) per EMD.
2	A transaction not registered (such as sale, exchange, return, etc.)	Compensation of losses plus the Penalty of EUR 50 (Fifty) per traffic document.
3	A transaction is registered in contradiction with the Airline's regulations and/or IATA BSP Manual	Compensation of losses plus the Penalty of or EUR 25 (twenty five) per document.
4	Incorrect undercharge or incorrect application of fare, incorrect terms or conditions of a fare/discount.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per air ticket or or EUR 25 (twenty five) per EMD.
5	Incorrect undercharge or incorrect application of fees/taxes.	Compensation of losses plus the Penalty of EUR 25 (twenty five) per traffic document.
6	Incorrect undercharge or incorrect application of the fee for ancillary services, as established by the Airline.	Compensation of losses plus the Penalty of EUR 25 (twenty five) per traffic document.
7	Issuing of ET or EMD with the manual calculation in contradiction with the fare regulation or ancillary services, and Airline's rules and procedures for agents.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per traffic document.
8	Incorrect or not charged fee for termination/amendment of the air traffic contract	Compensation of losses plus the Penalty of EUR 25 (twenty five) per air ticket.

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No.	Non-Compliance	Penalty
9	Incorrect calculation of the agent fee	Compensation of losses plus the Penalty of EUR 25 (twenty five) per report (international or domestic flights).
10	Changing of a passenger's surname and/or name to another in the personal PNR.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per PNR.
11	Using incorrect/unapproved by the Airline payment method /Using a payment card not authorized by the Airline	Compensation of losses plus the Penalty of EUR 50 (Fifty) per air ticket or EUR 25 (twenty five) per EMD.
12	Creating fictitious or test booking or recording in the PNR of a fictitious passenger surname, unauthorized changing of a passenger surname in the booking.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per PNR
13	Creating duplicate booking or multi booking for a single flight and a single passenger.	Compensation of losses plus the Penalty of EUR 25 (twenty five) per duplicate /alternate booking (PNR) or duplicate/alternative segment in a single PNR
14	Multiple (more than thrice in a row within 2 hours) booking to a single flight without the subsequent ticket issue, in less than 3 days to departure.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per PNR
15	Duplicate ticket for a single booking and a single passenger.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per air ticket.
16	Recording in the PNR of a fictitious ticket number	Compensation of losses plus the Penalty of EUR 50 (Fifty) per PNR
17	Issuing a ticket without the confirmed seat in the PNR or issuing a ticket with the SA/RQ status, except when approved by the Airline	Compensation of losses plus the Penalty of EUR 50 (Fifty) per traffic document
18	The booking classes in the PNR and air ticket differ.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per traffic document.

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No.	Non-Compliance	Penalty
19	A ticket (including separate bookings) is issued in contradiction with the minimum connection time, as determined in the booking system.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case.
20	A PNR and/or air ticket does not contain passenger's passport data or fictitious passport data are knowingly entered.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case.
21	Incorrect exchange rate used for a traffic document.	Compensation of losses plus the Penalty of EUR 25 (twenty five) per traffic document.
22	A seat (flight segment) is not voided when the passenger refused from the flight or its conditions changed (ticket returned or reissued).	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case.
23	A ticket is revalidated without the Airline's written consent /A flight segment in the booking is changed without the ticket reissue.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per air ticket.
24	The itinerary receipt of a passenger e-ticket is not submitted in Russian (when issuing tickets in the Russian Federation).	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case.
25	Failure to submit, upon the Airline's request, the confirmation of refunds to entitled persons under traffic documents returned.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per air ticket or EUR 25 (twenty five) per EMD.
26	Incorrect informing of a passenger on a fare, its regulation, baggage limits, the terms and conditions of passenger carriage, and the Airline's services (if such incorrect informing caused a claim(s)).	Compensation of losses plus the Penalty of EUR 50 (Fifty) per air ticket or EUR 25 (twenty five) per EMD.
27	Failure to comply with the booking and ticket issuing procedure, specifying a fictitious departure/destination point in order to decrease the fare applied.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per traffic document.
28	The Agent determined the Time Limit in the PNR in contradiction with the booking	Compensation of losses plus the Penalty of EUR 50 (Fifty) per air ticket.

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No.	Non-Compliance	Penalty
	procedure and not returned a seat, as required by the Airline (seat freeze).	
29	A traffic document is voided outside of the current day, if the traffic document was issued in two or more days prior to departure.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per air ticket.
30	Voiding of a traffic document outside of one hour after the issue on the departure date or for a flight with the departure on the next day.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per air ticket.
31	Failure to void a booking within one hour after the ticket voiding without reissue of the correct ticket.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per air ticket.
32	Failure to comply with the Airline's ticket issuance rules established for certain passenger categories (CHLD, INFT, military or subsidized traffic), group carriage or special service carriage (AVIH, EXST, CBBG, UMR, etc.).	Compensation of losses plus the Penalty of EUR 50 (Fifty) per air ticket or EUR 25 (twenty five) per EMD.
33	Ticket is issued without the Airline's confirmed request for certain services.	Compensation of losses plus the Penalty of EUR 25 (twenty five) per case.
34	Incorrect RFISC code when the EMD is issued. Incorrect data in the EMD mask. An EMD is issued for a service not confirmed by the Airline.	Compensation of losses plus the Penalty of EUR 25 (twenty five) per EMD.
35	Entering into the PNR a fictitious ticket number	Compensation of losses plus the Penalty of EUR 50 (Fifty) per PNR.
36	Failure to timely void an unused flight segment with the status HX/UC/UN/HL/NO, etc.	Compensation of losses.
37	Using passive segments unsuitable for ticket issue/reissue.	Compensation of losses
38	The Airline incurred losses due to incorrect calculation of a fare or fee or incorrect	Compensation of losses

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No.	Non-Compliance	Penalty
	issuing of traffic document due to the GDS failure.	
39	Incorrectly charged sum when a ticket is returned/exchanged	Compensation of losses plus the Penalty of EUR 25 (twenty five) per case
40	Non-compliance with the issuing procedure when a ticket is paid for with the payment card, which caused CHARGEBACK to the Airline /Failure to remit monies when a ticket is paid for with the payment card.	Compensation of losses plus the Penalty of EUR 25 (twenty five) per case.
41	Issuing of a traffic document without the booking or confirmed booking.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case (per each passenger in the PNR).
42	Incorrect entry of a passenger's passport data into the booking. Incorrect entry or failure to enter a passenger's visa data and address.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case (per each passenger in the PNR).
43	Untimely voiding of a seat in a confirmed personal or group booking, which resulted in the seat not sold;	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case.
44	Booking (PNR) is transferred for the Agent issuing of ticket at another sales office.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case.
45	Preliminary booking is closed in 2 hours more after the PNR creation.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case.
46	Sale is closed in 2 hours more after the PNR creation or re-opening.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case.
47	A ticket is issued and the sale not closed.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case.
48	Booking within 24 hours prior to departure, with the ticket not issued and the seat not returned into the system within 1 hour after such booking.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case.

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No.	Non-Compliance	Penalty
49	Failure to timely submit the tax invoice in relation to the agent commission, and the performed work formal note	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case.
50	Failure to timely submit change information, such as the Agent's address, bank details, and taxation system.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per case.
51	Selling traffic documents at offices not registered with the Airline.	Compensation of losses plus the Penalty of EUR 50 (Fifty U.S. Dollars) per case.
52	Information is absent or entered incorrectly and without the automatic calculation, which did not cause any losses of the Airline, such as incorrectly specified fare/ fare currency, an item in the fare calculation is omitted or incorrect, incorrect data on a flight coupon with the exchange/return status, etc.	Penalty of EUR 25 (twenty five) per case.
53	Refund Application issued with error or in contradiction with the Involuntary Returns through Refund Application in BSPLink	Penalty of EUR 25 (twenty five) per case.
54	The Agent uses 'dispute post billing' for a correct ADM.	Compensation of losses plus the Penalty of EUR 50 (Fifty) per each passenger in the PNR).
55	Ticket is issued with bookings made by offices (OID/PC) registered outside the country of original creation, except reissuing ticket which were issued before.	Penalty of EUR 50 (Fifty) per each ticket according to the carrier's decision.
56	Booking (PNR) for the N4 flights is transferred to outside the country of original creation.	Penalty of EUR 25 (twenty five) per each flight segment multiple on segments in PNR.
57	Booking (PNR) and issued ticket with the settlement code of the Carrier not participating in the transportation, or Booking (PNR) and issued ticket with the interline partner without N4 flight segment if it without special permission of N4.	Penalty of EUR 50 (Fifty) per each ticket

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序号	不符合项	处罚
1	票据在CRS/GDS (ET、EMD) 中签发，但未包含于相关期间报告中（包括更换的票据）。	交通费和手续费，加上每张机票50（伍拾）欧元或每张EMD25（贰拾伍）欧元的罚款。
2	交易未登记（如出售、换票、退货等）	损失赔偿加上每份交通单据50（伍拾）欧元的罚款。
3	交易的登记与航空公司的规定及或IATA BSP手册相抵触。	损失赔偿加上每份文件的25（贰拾伍）欧元罚款。
4	不正确的少收费或不正确的票价适用，不正确的票价、折扣条款或条件。	损失赔偿加上每张机票50（伍拾）欧元或每张EMD 25（贰拾伍）欧元的罚款。
5	不正确的少收费或不正确的票价适用。	损失赔偿加上每份交通文件的25（贰拾伍）欧元罚款。
6	辅助服务不正确的少收费或不正确的，如航空公司规定。	损失赔偿加上每份交通文件的25（贰拾伍）欧元罚款。

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序号	不符合项	处罚
7	与票价规定或辅助服务、航空公司代理规则和程序相抵触的人工计算的ET或EMD的签发。	损失赔偿加上每份交通单据50（伍拾）欧元的罚款。
8	不正确收取或未收取的空中交通合同的终止或修改费用	损失赔偿加上每份交通文件的25（贰拾伍）欧元罚款。
9	代理费计算不正确	每份报告（国内或国际航班）损失赔偿加上每份交通文件的25（贰拾伍）欧元罚款。
10	在个人PNR中乘客姓氏及或姓名的更改。	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。
11	使用不正确/未经航空公司批准的支付方式/使用未经航空公司授权的支付卡	损失赔偿加上每张机票50（伍拾）欧元或每张EMD 25（贰拾伍）欧元的罚款。
12	虚构乘客姓氏的PNR中创建虚构或测试预订或记录，未经授权在预订中更改乘客姓氏。	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。

序号	不符合项	处罚
13	为单个航班和单个乘客创建重复的或多个预订。	损失赔偿加上每份重复的或多个预订 (PNR) 或单个 PNR的重复的或有选择部分25 (贰拾伍) 欧元。
14	多次 (2小时内连续三次以上) 预订单程机票但无需后续补票, 启程前3天内。	损失赔偿加上每份 PNR 50 (伍拾) 欧元的罚款。
15	同一乘客同一预订签发多个票据。	损失赔偿加上每份交通文件的50 (伍拾) 欧元罚款。
16	在PNR中记录假票号码	损失赔偿加上每份 PNR 50 (伍拾) 欧元的罚款。
17	除经航空公司批准外, 在PNR中签发未经确认座位的机票或签发具有SA/RQ状态的机票。	损失赔偿加上每份交通单据50 (伍拾) 欧元的罚款。
18	PNR和机票的预订级别不同。	损失赔偿加上每份交通单据50 (伍拾) 欧元的罚款。

序号	不符合项	处罚
19	签发与预订系统中确定的最短连接时间相地处的机票（包括单独预订）。	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。
20	PNR及或机票不包含乘客的护照数据或者故意输入虚假护照数据。	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。
21	交通文件中使用的汇率不正确。	损失赔偿加上每份交通文件的25（贰拾伍）欧元罚款。
22	乘客拒绝乘坐航班或航班条件发生变化的（退票或补票），座位（航班段）不作废。	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。
23	未经航空公司书面同意，机票将重新生效/预订中的航班段将在不重新签发机票的情况下进行更改。	损失赔偿加上每份交通文件的50（伍拾）欧元罚款。
24	不提俄文交乘客电子机票的行程收据（在俄罗斯联邦签发机票时）。	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。
25	不应航空公司的要求而未提交根据返回的交通文件的向相关可以人退款确认书。	损失赔偿加上每张机票50（伍拾）欧元或每张EMD 25（贰拾伍）欧元的罚款。

序号	不符合项	处罚
26	不正确地向乘客告知票价、票价规则、行李限额、乘客运输条款和条件以及航空公司的服务项目（若错误的告知导致索赔要求）。	损失赔偿加上每张机票50（伍拾）欧元或每张EMD 25（贰拾伍）欧元的罚款。
27	未遵守订票和出票程序，指定虚构的出发/目的地，以减少所申请的票价。	损失赔偿加上每份交通单据50（伍拾）欧元的罚款。
28	代理商在PNR中确定了与预订程序相矛盾的时间限制，但未按航空公司的要求返回座位（座位冻结）。	损失赔偿加上每份交通文件的50（伍拾）欧元罚款。
29	在出发前两天或两天以上签发的交通单据在当天以外作废。	损失赔偿加上每份交通文件的50（伍拾）欧元罚款。
30	离港日期签发后一小时内，或第二天起飞的航班上，交通单据作废。	损失赔偿加上每份交通文件的50（伍拾）欧元罚款。
31	机票作废后一小时内，未补发正确的机票而取消预订。	损失赔偿加上每份交通文件的50（伍拾）欧元罚款。
32	未遵守针对特定乘客类别（CHLD、INFT、军事或补贴交通）、团体运输或特殊服务运输（AVIH、EXST、CBBG、UMNR等）制定的航空公司机票签发规则。	损失赔偿加上每张机票50（伍拾）欧元或每张EMD 25（

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		贰拾伍) 欧元的罚款。
33	机票的签发未得到航空公司对某些服务的确认要求。	损失赔偿加上每次25 (贰拾伍) 欧元罚款。
34	签发EMD时, RFISC代码不正确。EMD掩码中的数据不正确。 针对未经航空公司确认的服务项目签发EMD。	损失赔偿加上每份EMD的25 (贰拾伍) 欧元罚款。
35	PNR中输入虚构的票号	损失赔偿加上每份PNR 50 (伍拾) 欧元的罚款。
36	未及时作废HX/UC/UN/HL/NO等的状态未使用航段。	损失赔偿。
37	使用不适用于出票/补票的被动段。	损失赔偿。
38	航空公司因不正确计算票价或费用或者因GDS故障而错误签发交通单据而遭受损失。	损失赔偿。
39	退票时金额错误	损失赔偿加上每次25 (贰拾伍) 欧元罚款。
40	使用支付卡支付票价时不遵守签发程序, 导致使用支付卡支付票价时向航空公司必须退款/未能汇款的情况。	损失赔偿加上每次25 (贰拾伍) 欧元罚款。

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41	未预定或未确认预定的情况下签发交通单据。	损失赔偿加上每次50（伍拾）欧元的罚款。（PNR中每名乘客）
42	乘客护照数据输入错误。 输入错误或未输入乘客签证数据和地址。	损失赔偿加上每次50（伍拾）欧元的罚款。（PNR中每名乘客）
43	在已确认的个人或团体预订中过早取消座位，导致座位未售出；	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。
44	预订（PNR）转移到另一个销售办事处的代理。	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。
45	初步预订在创建PNR后2小时内关闭。	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。
46	在PNR创建或重新打开后，交易将在2小时内关闭。	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。
47	签发张票，但未结束销售。	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。

序号	不符合项	处罚
48	出发前24小时内预订，机票未签发，且在预订后1小时内座位未返回到系统。	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。
49	未能及时提交与代理佣金有关的税务发票以及已完成工作的正式说明	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。
50	未能及时提交变更信息，如代理商地址、银行详细信息、税务系统等。	损失赔偿加上每份PNR 50（伍拾）欧元的罚款。
51	在非航空公司注册的办事处销售交通文件。	损失赔偿加上每次50（伍拾）欧元的罚款。
52	信息缺失或输入错误，且未进行自动计算，未造成航空公司的任何损失的，如规定的票价/票价货币不正确、票价计算中的项目遗漏或不正确、还票/退票状态的机票数据不正确等。	每次25（贰拾伍）欧元罚款。
53	错误或与BSPlink中的退款申请不一致的退款申请	每次25（贰拾伍）欧元罚款。
54	代理使用“提出异议后计费”以获得正确的ADM。	损失赔偿加上每次50（伍拾）欧元的罚款。（PNR中每名乘客）

序号	不符合项	处罚
55	以前签发的补票除外，其余机票均由原创作国以外的注册办事处（OID/PC）订票签发。	每张票根据承运人决定 50（伍拾）欧元的罚款。
56	N4航班的预订（PNR）转移到原始创建国以外。	PNR中每段25（贰拾伍）欧元罚款。
57	未经N4特别许可，用不参与运输人的结算代码订票（PNR）和出票，或者未经N4航班段的联程伙伴订票（PNR）和出票。	每张票50（伍拾）欧元的罚款。

NOTES	备注
1. If the currency of the penalty does not coincide with the reporting currency of the Agent, the equivalent amount must be calculated using the exchange rate published in the booking system as of the date of issuance of the ADM.	1. 罚款的货币与代理商的申报货币不一致的， 等价额必须使用自ADM签发之日起在记账系统中公布的汇率进行计算。