



# Agency Debit Memo (ADM) Prevention Workshop

## Workshop (1 days/8 hours)

Analyze the root causes of Agency Debit Memos (ADMs). Equip yourself with the knowledge of key industry standards published in IATA Composite and Passenger Services Resolutions to avoid costly mistakes.

### Objectives

Upon completion of this course you will be able to:

- Identify key issues that are causing ADMs from your entity and identify applicable best practices or solutions to help mitigate the issue at the root cause
- Support your company in creating a more effective and efficient ADM management process, building an improved relationship between your business partners
- Create means for an improvement and control process to measure progress

### Target audience

- Airline sales agents and pricing analysts
- Revenue accountants
- Travel agents, consolidators and subagents
- GDS/TMCs

### Recommended level

- Management

### Key topics

- The relationship between IATA Resolutions and ADMs
- Facilitate an improved ADM research and dispute process
- Utilization of ADM Standard Reason Codes

### Prerequisites

- Participants should have basic knowledge of the ADM process and BSP

### Supporting materials

Complimentary materials provided during this course:

- Extracts from Passenger Agency Conference Resolutions
- Course manual and supplementary handouts
- Access to ADM interactive lessons, online maps and other references

### Certificate awarded

An **IATA Certificate of Attendance** is awarded upon successful completion of the workshop

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## Course schedule

- IATA Resolutions and ADMs
- Holistic view of the ADM process
- Global ADM Big Picture
- Standard ADM Reason Codes
- Regional ADM picture
- ADM queries in BSPLink
- ADM best practices
- ADM management support tools and process
- ADM management process
- The ADM Big Picture

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