



TAAG ADM Policy Reference: 26/01/2026	TAAG - Angola Airlines Ticket Audit and Agent Debit Memo Policy
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Author:	Revenue Accounting Team and Department of Sales and Distribution
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Drafted by: Raquel V. V. Augusto Department: Department of Accounting	



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This document aims to guide our partner travel agents on practices that promote greater efficiency, seat availability and an excellent service to our passengers, with the purpose to strengthen TAAG's operational guidelines in matters pertaining to bookings and flight segment management.

We reinforce our commitment with collaboration and transparency, and we count on the active involvement of our partners in implementing these measures, which will foster mutual benefit.

1.1 Policy Statement

TAAG (DT) applies a ticket audit policy and issuance of Agency Debit Memo (ADM) in line with industry standards. This policy seeks to clarify the circumstances under which an ADM may be issued, as well as the guidelines pertaining to its implementation.

This document complies with:

- IATA's Resolution 850m
- IATA's Resolution 830a
- IATA's Resolution 852

This policy is universally applied, adapting to the applicable laws in each market.

2. Objective

This policy allows TAAG to recover amounts outstanding or adjust the agent's transactions relating to incorrect issuance and use of traffic documents issued by the Agent, regardless of the carriers included in the itinerary.

Additionally, this policy discourages non-compliance of fare rules and established procedures.

3. Scope

All DT traffic documents (118) and transactions managed by a BSP travel agency shall be included in the ticket audits.

4. Principles (Alignment with IATA)

1. **ADM Deadline:** The ADMs will be processed through a BSPLink nine (9) months after the final flight or at the date of the BSP submission (whichever occurs later). For refund adjustments, an ADM will only be issued within nine months from the date of submission of the BSP in which the document is settled. For any amounts outstanding beyond this period, DT shall bilaterally agree on the best settlement method with the agent. TAAG follows local BSP procedures, which allows an agent to analyze and rebut an ADM within a maximum period of 14 days.
2. TAAG will make every effort to provide as much information as possible about an ADM to ensure that it is specific in its details about the reason for the charge.

3. **ADMs shall not be issued for amounts inferior to USD 5.00**, however, should a continued practice of underpayments be observed (multiple underpayments lower than the minimum amount) by the same Agent (IATA localization), TAAG reserves the right to issue an ADM to recover the underpayments.
4. **An administrative fee shall be applied for each ADM issued.** This fee serves to cover the costs of the audit process and shall be issued as part of the memo.
General Administrative Fee (General Rule): A fixed administrative fee of USD 30,00 shall be applied to each ADM sent, regardless of the breach type or value, except when otherwise explicitly specified in this policy (see Section 7.5). This fee serves to cover the costs of the audit process.
5. TAAG shall group up to five (5) transactions in any ADM if the reason for charging is the same and shall provide details with the ADM; in these cases, **a USD 30 administrative fee shall be applied.**

This is not applicable when an ADM is cancelled and issued for the same reason, but for a different amount.

6. TAAG requires exclusive use of e-tickets.
7. TAAG requires the collection of exchange rates regardless of fare differences and/or the collection of fines and additional fees. The exchange rate difference shall be charged when it is greater than the issue date of the original. Should it be less, the exchange rate shall not be refunded. Failure to comply will result in the issuance of an ADM, charging the fare difference plus a service fee.
8. TAAG's objective is to address the causes that bring about the issuance of an ADM and, for this reason, shall contact an agency if the volume and types of transaction errors from this agency are considered above the average or recurrent. In this case, TAAG will seek to solve this matter with the concerned agent.
9. TAAG shall not use an ADM to charge third-party costs that are not directly associated with the initial issuance of a passenger's flight ticket.

5. Dispute

TAAG will make every effort to deal with any rejected or disputed ADM in a timely manner.

- Before submitting a BSP (14 days): An agent must contest the ADM issued by TAAG through its BSPLink contestation mechanism within 14 days of its issuance.
- Dispute Analysis: When an agent contests within the permitted time frame, provided that this has been done correctly, TAAG will acknowledge receipt and stop sending the ADM for billing.
- Dispute Rejection: If TAAG rejects the contest, an explanation shall be sent to the agent via BSPLink.



- If no further response is received from the agent within 14 days (for re-examination with new evidence) after the rejection notification, the ADM will be forwarded to the billing files.

Submission to BSP (Back-End Dispute)

If an agent contests an ADM after its inclusion in the BSP settlement, TAAG shall:

- Within 30 days of receipt, acknowledge receipt to the agent.
- Investigate and communicate the decision of the contest within 30 days from the date of receipt.
- In circumstances where the agent has provided insufficient information, TAAG will communicate its decision within a maximum period of 2 months.
- In the event that an ACM is issued, TAAG will not apply any fee from the minimum ADM value.

All violations with a minimum value equivalent to **USD 5,00** are considered equivalent to the minimum value.

6. Fixed Administrative Fee (General Rule): USD 30,00

A **USD 30,00** administrative fee, converted per the exchange rate on the date of the **ADM issuance**, shall be applied to **each ADM issued**, regardless of the type of violation or penalty, except in the situations listed in **Section 7.5** (Non-IATA Agencies).

7. Breach

The ADMs are used by TAAG to correct the amounts charged incorrectly by agencies, when necessary. They serve to adjust the ticket price or travel documents to the correct amount. The reasons for ADMs include, among others, the following:

7.1 Violations on ticket issuance

Non-compliance with fare rules or deviation from any principles.

Combination of published and private fares on the same ticket.

Penalties: USD 50,00 + USD 30,00 administrative fee (total: USD 80,00)

Description: Issuance of tickets with an improper combination of public and private fares, which violates the carrier's fare rules.

Procedure: An ADM will be issued for the total amount indicated. The agency must ensure that tickets are issued only with fares of the same nature (public or private).

Incorrect booking class (RBD)

Penalties: Fare difference value + USD 30,00 administrative fee

Description: Use of different booking class from that authorized for the applied fare.

Procedure: ADM issuance with fare difference and respective fee. The agency is responsible for prior verification of the applicable class in accordance with the fare rules.



Fictitious booking/Incorrect Data

Fictitious bookings, as well as **issuance of tickets with incorrect data**, is considered a violation of issuance standards and shall result in penalties.

Penalties:

A **USD 30,00 ADM per passenger** will be issued in the following cases:

- Fictitious or non-genuine bookings;
- Issuances containing incorrect data (name, document number).

Duplications on ticket or EMDs issued

Penalties: USD 50,00 per ticket or duplicate EMD, excluding the administrative fee.

Description: Reissuing tickets or electronic service documents (EMD).

Procedure: An ADM will be issued for each duplicate item. The agency should adopt internal verification procedures to avoid duplication, such as checklists or emission control systems.

Incorrect fare calculation

Penalties: Fare difference value + USD 30,00 administrative fee

Description: Error in calculating the rate, resulting in an incorrect amount or an amount lower than it should be.

Procedure: An ADM will be issued for the difference found, plus the service fee. The agency must strictly comply with tariff rules, including applicability.

Incorrect fare basis

Penalty: USD50.00 (no additional service fee)

Description: Application of a fare basis that does not correspond to the itinerary or ticket conditions.

Procedure: An ADM will be issued for misuse of the private fare. The agency must always use the exact fare base authorized for each route and condition.

Improper issuance of a ticket with a private fare

Penalty: Total Ticket Value + USD 50.00 (penalties) + USD 30.00 (administrative fee).

Description: Use of the airline's sign without authorization or outside the permitted conditions.

Procedure: ADM Issuance. The use of the carrier's sign must comply with the carrier's specific rules and the agency's issuance policy.

Incorrect or missing tour or promotional code

Penalties: Penalty: USD50.00 (no additional service fee)

Description: Omission or incorrect entry of mandatory promotional codes or tour codes on the ticket.

Procedure: An ADM will be issued. The agency must ensure the correct and mandatory inclusion of the applicable codes, both when issuing and reissuing.



Issuance with expired PNR

Penalties: USD 50.00 (no additional service fee)

Description: Issuance performed after the reservation time limit (TTL) has expired.

Procedure: An ADM will be issued. It is the agency's responsibility to verify that the PNR is active and valid at the time of issuance.

Incorrect commission (improper application or amount)

Penalties: Commission difference + USD 30,00 administrative fee

Description: Application of commission in disagreement with the contract or airline rules.

Procedure: An ADM will be issued. The agency shall apply the commissions as stipulated in the contract.

Incorrect billing or omission of fees and penalties

Penalties: Difference in value + USD 30,00 administrative fee

Description: Omission or error in the application of mandatory fees, penalties for changes, cancellations, or surcharges.

Procedure: An ADM will be issued with the missing amounts and the respective fee. The agency must ensure the correct application of all tariff charges.

Misuse of the carrier sign

Penalties: USD 50.00 + administrative fee of USD 30.00 + total ticket price.

Description: Use of the airline's sign without authorization or outside the permitted conditions.

Procedure: ADM Issuance. The use of the carrier's sign must comply with the carrier's specific rules and the agency's issuance policy.

Acceptance of unauthorized payment method

Penalties: USD 50,00 (no additional service fee)

Description: Acceptance of payment methods not permitted by the airline (e.g., payments outside the contract).

Procedure: An ADM will be issued. The agency must confirm in advance the payment methods accepted in the relevant market.

7.2 Booking Penalties: USD 50,00 (no additional service fee)

- PNRs without tickets resulting in no-shows
- Misuse of GDS
- Uncommitted Bookings (For Cabinda routes exceeding 10 minutes and other routes exceeding 30 minutes)
- Churning:
- Use of false names, data, and ticket numbers

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7.3 Exchange Penalties:

Any TAAG change fees must be charged separately on an EMD always associated with the ticket or, in exceptional markets, using the OD tax rate; failure to comply with this procedure will result in the issuance of an ADM and the difference plus the service fee will be charged.

- No change fee
- Change rate calculated incorrectly

7.4 Refund

In accordance with the General Conditions of Carriage and European Regulation EC 261/2004 Art.7, full or partial refunds in the event of irregularities are only permitted in the following cases:

- schedule change (more than 1 hour)
- Cancellation when the passenger does not accept the alternative offered by the company
- Loss of connection requiring an overnight stay (situation included in delays exceeding 5 hours). Contact TAAG for authorization.

7.4.1 Refund penalty: USD 30,00

- Incorrect calculation of the refund amount, i.e., fare, taxes, or surcharges
- Incorrect calculation of cancellation penalty

7.4.2 Unauthorized refund (outside the rules or fare policy)

The difference will be charged + a USD 30,00 administrative fee.

7.4.3 Refund for incorrect payment method (different from the original payment method)

Refunds can only be made by the issuing agent, in accordance with IATA Resolution 824r. If the refund is made by a different IATA, an ADM will be issued for the total amount of the refund.

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Breach	Penalty	Description
1. Combination of Fares (Public/Private) / Misuse of Private Fares	USD 50,00 + USD 30,00 (ADM fee)	Improper combination of public and private fares, or issuance of private fares without proper authorization/outside of conditions.
2. Incorrect Booking Class (RBD)	Fare difference + USD 30.00 (ADM fee)	Use of different booking class from that authorized for the applied fare.
3. Incorrect Calculation of Fares/Fees	Fare difference/Amount + USD 30.00 (ADM fee)	Error in calculating the fare, incorrect fare basis, or omission/error in applying mandatory fees/surcharges.
4. Duplication of Tickets or EMDs	USD 50.00 per duplicate item (No ADM Fee)	Reissuing tickets or electronic service documents (EMD).
5. PNR and TTL violations	USD 50,00 + USD 30,00 (ADM fee)	Issuance with expired PNR/after TTL; PNRs without tickets resulting in No Shows; Churning; Misuse of GDS.
6. Uncommitted Bookings	USD 50,00 + USD 30,00 (ADM fee)	Unissued bookings that are not canceled within the operational deadlines (e.g., Cabinda more than 10 minutes; Other routes 30 minutes).
7. Incorrect Use of Codes (Tour/Promotional)	USD 50,00 + USD 30,00 (ADM fee)	Omission or incorrect entry of mandatory promotional codes or tour codes.
8. Misuse of the carrier sign / unauthorized payment	USD 50.00 + USD 30.00 (ADM fee) + Total ticket price.	Use of the carrier's sign without authorization or acceptance of an unauthorized payment method.
9. Incorrect Commission	Commission Difference + USD 30.00 (ADM fee)	Application of commission in disagreement with the contract or airline rules.
10. Exchange Penalty (Change)	Difference in Value + USD 30.00 (ADM Fee)	Change fee not charged or calculated incorrectly Fees must be charged separately on EMD.

11. Refund Penalty (Incorrect Calculation)	Difference in Value + USD 30,00 (ADM Fee)	Incorrect calculation of the refund amount (fare, taxes, or cancellation penalty).
12. Unauthorized Refund (Totally Undue)	Total Refund Amount + USD 30,00 (ADM fee)	Refund outside the rules or pricing policy (charging the full amount processed incorrectly).
13. Refund for Incorrect Payment Method	Total Refund Amount + USD 30,00 (ADM fee)	Refund made by an IATA other than the issuing agent, in violation of IATA Resolution 824r.
14. Unauthorized Exemption	USD 100,00 + USD 30,00 (ADM fee)	Unauthorized fare exemption or incorrect exemption authorization number on the ticket.
15. Incorrect EMD Issue (General)	USD 50,00 + USD 30,00 (ADM fee)	Incorrect EMD Issue (EMD-A/EMD-S). The EMD-A should always be linked to the ticket.
16. SOTO tickets in Angola	USD 500,00 + USD 30,00 (ADM fee)	Any SOTO (Sold Outside, Ticketed Outside) ticket issued in the Angolan market without prior authorization from TAAG.
17. Chargebacks (Credit Card)	Total Chargeback Amount + USD 30,00 (ADM fee)	Any cost incurred by TAAG due to credit card fraud or non-compliance with IATA Resolution 890.

7.5 Exemption Penalty: USD 100.00 + additional service fee

- Non-authorized fare exemption
- Incorrect exemption authorization number on the ticket

7.6 Penalties for incorrect date of issue of the EMD

In case of incorrect issuance of the EMD (EMD-A/EMD-S), a fee equivalent to USD 50.00 will be applied without a service charge.

The EMD-A must always be linked to the ticket to avoid duplication.

7.7 Penalty for SOTO tickets in Angola: USD 50,00 (no additional service fee)

Any SOTO ticket issued in the Angolan market without prior authorization from TAAG will result in an ADM penalty.



7.8 ACCEPTANCE OF CREDIT CARDS

According to IATA Resolution 890, item 3.4 Customer Card Sales Rules:

3.4 This Resolution gives authority to accept only a Customer Card when using the card acceptance merchant agreement of the Member/Airline to collect payment for the sale of passenger air transportation and Ancillary services. The Agent may not accept any other card or payment method that uses the Member/Airline card acceptance merchant agreement, including any card issued in the name of the Agent or any person permitted to act on behalf of the Agent, unless specifically authorized by such Member/Airline. A failure to comply with the present paragraph 3.4 will be undertaken under the sole responsibility and liability of the Agent toward the Member/Airline concerned

The agent is responsible for verifying that the type of card used in the purchase transaction is accepted by TAAG Linhas Aéreas de Angola in the country where the ticket was issued. For DT/118 documents, only cards with valid contracts with TAAG will be accepted (depending on the market).

7.9 Chargebacks (Credit Card)

Based on IATA Resolution 890, if the airline is charged by the credit card acquiring entity for a case of fraud, any costs incurred by the airline will be charged to the agent via ADM. The agent is responsible for verifying the validity of the credit card, as well as ensuring that the cardholder's signature appears on the card and that the card is accepted as a form of payment by TAAG.

7.10 Violations by Non-BSP Agencies

In cases of incorrect booking procedures by non-BSP agencies, and since debiting is not possible via BSP Link, TAAG reserves the right to invoice the ADM amount to the agency and/or inhibit its access to inventory. For each ADM issued (Fare Control), an administrative fee of 10% of the ADM value will be applied.

8- Group Reservation

Group reservations are subject to specific terms and conditions defined in the group policy, drawn up by TAAG's Commercial Department, and must be issued or canceled within the established deadlines to avoid penalties for group no-shows or misuse of inventory.

09. TAAG contact details

Any disputed TAAG ADMs must be handled through BSPLink. If BSPLink is unavailable or when the ADM status in BSPLink is "invoiced," agents can send their disputes to the following inboxes:

accounts.managers@flytaag.com (Comercial Corporate)
admacm.rf@flytaag.onmicrosoft.com (Financial Corporate)

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10. TAAG Requirements

- Train agency employees in ADM procedures, their purpose, and the existing dispute period.
- Ensure that when an ADM is contested, the information is specific and detailed and that the relevant supporting information is sent to TAAG to the corporate emails mentioned above.
- Do not contest an ADM when the reason is valid and there is no evidence to the contrary.
- Ensure that all agency contact details (telephone numbers, fax numbers, and email addresses) are up to date in BSPlink.
- Provide specific contact details when registering a dispute on BSPlink to enable TAAG to contact you regarding the dispute.

Luanda, 11 February 2026

António Mutondo

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Director of Sales and Distribution

Oswaldo dos Anjos

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**Deputy Director of Accounting
Revenue**