



TRADE RELEASE

8 November 2016

Virgin Australia Agency Debit Memo (ADM) and Agency Credit Memo (ACM)

An updated version of the Virgin Australia Agency Debit Memo (ADM) and Agency Credit Memo (ACM) Policy is available on the [Agency Hub Policies and Guides](#) tab. Updates to this policy include new Billing and Settlement Plan (BSP) markets:

- › China
- › Hong Kong
- › Japan
- › Lebanon
- › Saudi Arabia and;
- › Serbia

The policy highlights the dispute process and fee that applies to any agent who receives an ADM or raises an ACM for commission claims (only). Please note, using the Post Billing Dispute (PBD) as opposed to the normal dispute process will result in Virgin Australia reissuing an ADM. As outlined in the policy, trade partners are reminded that this fee will be charged each time an ADM is raised to be reissued.

Trade partners are also reminded that ACMs should only be used for commission claims. For all other refund requests, a Refund Application should be applied for via BSPLink.

Fares For You Resources and FAQ's

Virgin Australia would like to remind Trade partners of the following Fares For You resources available on the Agency Hub:

- › [Fares For You Fare Type Guides](#)
- › [Fares For You Trade Flyer](#)
- › [Fares For You Frequently Asked Questions](#)

Trade partners are encouraged to refer to the Virgin Australia Agency Hub as the best source of the latest news, trade releases, commercial policies, fare information, policies/guides, trade resources and other vital information.

For any further information, please refer to your Global Distribution System or contact the Virgin Australia Industry Support Team or your Virgin Australia Industry Account Manager.

Reminder: Virgin Australia Schedule Change Process and Correct Use of Waiver Code

Virgin Australia would like to remind trade partners to ensure the correct waiver code is used in the event of a VA schedule change or disruption. Waiver code **VASCHDCHG**

must be entered at the beginning of the endorsements in the endorsement box as per the process outlined in the Virgin Australia Schedule Change Policy.

Note: If you receive a different waiver code notification via a vendor remark, Virgin Australia Trade Release, Virgin Australia Account Manager or one of our Guest Contact Centre agents, please DO NOT use the VASCHDCHG waiver code and instead use the alternative waiver code provided. If you are unsure how to process the revalidation/reissue of the ticket, please contact your GDS helpdesk.

Please note:

- › Minimum connect times must always be adhered to in the event of a schedule change; and
- › If a schedule change applies to a VA codeshare flight operated by another carrier, the agent must reissue these tickets to ensure the partner carrier has the most up to date E-ticket.

For more information, please refer to the Virgin Australia Schedule Change Policy located on the [Agency Hub](#) which outlines the relevant waiver code and correct procedure surrounding schedule changes, or [click here](#) . Incorrect use of the waiver code may result in an Agent Debit Memo (ADM) being issued to the ticketing agent.

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