

Agency Debit Memo (ADM) – Audit, Settlement, and Dispute Process

To dispute an ADM with United, please read and follow these instructions carefully:

1. Verify the following:
 - a. Verify the date. Disputes must be submitted to United within 60 calendar days of the ADM issue date. Otherwise, United will not accept the dispute.
 - b. Verify that the communication is related to an ADM dispute. Do not follow these instructions for refund requests, Credit Memo inquiries, ticketing questions, etc.

2. Please follow these instructions:

- a. Identify the ADM in dispute by completing the ADM Dispute Inquiry Form. Use Tab 2 for single disputes, and use both Tabs 2 & 3 for multiple disputes. The required information to process an ADM dispute includes:

Agency Information	Debit Memo Information
▪ Agency Number	▪ Memo Number <i>(including Check Digit)</i>
▪ Agency Name	▪ Ticket Number
▪ Contact Name	▪ Memo Date
▪ Email Address	▪ UA Reference Number
	▪ Detailed reason for dispute

- b. Include and/or reference all relevant supporting documents (Failure to include all Agency, Debit Memo and Supporting information will delay processing and resolution of the request.)
- c. If a claim is filed with a GDS, please notify United and include the information listed below. Please note: if United is not made aware of a GDS claim, United will continue to seek payment for the ADM.
 - i. GDS
 - ii. Reason for the dispute
 - iii. Date of the dispute

3. Send completed ADM disputes to United in **one** of three ways. (Do **not** send a dispute via more than one channel):

- a. **Email** – WHQAW-AgencyCorr@united.com. *Be sure to include the full debit memo number with check digit and memo issue date in Subject line of email.* (Agency will receive an email acknowledgement when dispute request is received.)
- b. **Mail** – Send the dispute to the address below. (United will not send a receipt acknowledgement.)

United Airlines
Agency Accounting – WHQAW
1200 E. Algonquin Rd.
Elk Grove Village, IL 60007
- c. **Fax** – 847-700-1648 (United will not send a receipt acknowledgement.)

4. Other information

- a. Filing a dispute properly will temporarily suspend United's ADM collection efforts until the dispute is resolved. Improper filing will delay United's ability to respond and collections efforts may continue.
- b. If the ADM dispute is not complete or is missing pertinent information, United will notify the agency.
- c. Valid, unpaid, undisputed ADMs will be deducted from incentive payment after 90 calendar days from issue.
- d. ADMs in dispute with a GDS must be paid within 90 calendar days. Agency should seek reimbursement from the GDS for any ADM(s) still in dispute. After 90 calendar days, these are eligible for deduction from incentive payment.
- e. United does not accept third disputes.

5. For further information, please see FAQ (Frequently Asked Questions) on Tab 4.

ADM Disputes – Frequently Asked Questions (FAQ)

1. When will United issue an ADM?

United will issue most ADMs within 30 calendar days to six (6) months of the travel date, and will make every effort to issue them quickly. However, United does reserve the right to issue ADMs for violations up to two years after travel date.

2. What kind of ADMs does United issue?

United performs audits for the following violations:

- Fare rules
- Contract violations
- Taxes and compensation
- Full, partial and penalty exchanges
- Commission recall on tickets sold by an Agency and refunded at a UA location
- Unreported sales and duplicate used coupons
- Credit card rejects
- Government billings
- Booking & ticketing fraud
- Non-refundable refund audit
- Inactive Segments (HX, Schedule Change, etc.)
- Special / Other

3. When are ADM payments due? What happens if a Agency doesn't pay an ADM?

- All United ADM payments are due to United within 30 calendar days of ADM issue, unless in dispute.
- All ADM disputes are due to United within 60 calendar days from the ADM issue date. (See ADM Dispute Filing Instructions.) United will not accept any disputes for ADMs over 60 calendar days old.
- After 45 calendar days, United will begin contacting Agency to collect any unpaid, undisputed ADMs.
- After 90 calendar days, any undisputed, unpaid ADMs will be deducted from applicable incentive payments.
- After 180 calendar days, if United has not received compensation for an ADM, it may be sent to an outside collection agency.
- United reserves the right to inhibit an Agency's ability to view, book and ticket United inventory and/or terminate the TMC appointment agreement, due to Frequent violations of the Booking & Ticketing Policy and/or failure to pay any outstanding fee(s).

4. What if the ADM was caused by a GDS?

Please notify United of any ADM that is in question with a GDS. United will suspend collection efforts for up to 90 calendar days. After 90 calendar days, Agency must pay United any unpaid ADMs and seek reimbursement from the GDS, or the ADM may be deducted from the next incentive payment. Please note: United will **not** contact a GDS on the behalf of an Agency for disputed ADMs. It is the responsibility of the Agency to contact the GDS and then notify United.

5. Does an Agency ever get reimbursed for an ADM that has been deducted from an Agency incentive check?

Agencies will only receive reimbursement for ADMs that have been deducted from incentive checks when United subsequently determines that the ADM was issued or deducted as a result of a United error.

6. What happens to the ADM after Agency has disputed it?

- After United has received an ADM dispute (which must be within 60 calendar days of ADM issue date), United will suspend collection efforts. *(Please note: If the ADM dispute is not complete or is missing pertinent information, United will notify the Agency, but the ADM collection efforts are no longer suspended as the ADM is not considered “in dispute.” Please refer to Question 3 above to reference original dispute timeline. This does not absolve Agency from the 60 calendar day requirement to send any disputes to United.)*
- United will review all disputes within 45 calendar days of receiving the dispute.
 - If the ADM remains valid or the amount of the ADM is reduced, United will notify the Agency in writing. The Agency will then have 20 calendar days to pay the ADM, after which collection efforts and/or incentive deductions will begin.
 - If United clears the ADM, then no payment is due. Please note: If Agency receives no communication from United within 60 calendar days of the dispute date regarding a disputed ADM, the Agency can assume United cleared the ADM.
- Agencies have one opportunity to dispute a previously disputed ADM, once United has determined that a disputed ADM is valid. United must receive any 2nd disputes within 30 calendar days following United’s written communication that the initial ADM was valid. Once United receives the 2nd dispute, United will suspend collection efforts again.
- United will review the 2nd disputes within 35 calendar days of receiving the 2nd dispute.
 - If the ADM remains valid or the amount of the ADM is reduced, United will notify the Agency in writing. The Agency will then have 20 calendar days to pay the ADM, after which collection efforts and/or incentive deductions will recommence.
 - If United clears the ADM, then no payment is due. Please note: If Agency receives no communication from United within 50 calendar days of the second dispute, the Agency can assume United cleared the ADM.
- United does not accept third disputes.