



Support Material

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ADM Disputes in BSP - ARC and
Refund Procedure



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ADM DISPUTES - ARC

For ADMs issued in the ARC, the dispute process must be tracked in the Memo Manager.

Day	Description
Day 01	ADM issuance in ARC (Memo Manager).
Day 21	Deadline for the Agency to dispute the ADM: The Agency has a set period to submit a dispute through Memo Manager. If the dispute is not received within the established timeframe, G3 will consider the ADM accepted, and the Agency will have until day 89 to make the payment.
Day 42	G3 response time to disputes: G3 must respond to disputes submitted within the regulatory time frame through Memo Manager. In the absence of a response, the Agency's dispute will be considered accepted and the ADM will be canceled.
Day 63	Second level of disputes: If the initial dispute is rejected by G3, the Agency will have a second and final opportunity to submit a new dispute. If the Agency does not submit the second dispute within the stipulated period, G3 will consider the charge definitively accepted.
Day 84	Deadline for G3's response to the second dispute: If G3 does not respond within the time limit, the dispute will be automatically accepted and the ADM canceled.
Day 90	Deadline for settlement and elimination of the ADM: The Agency must make the payment of the ADM within the indicated period.

AGENCY DISPUTES - BSP

For ADMs issued in the BSP LINK, the dispute process must be monitored in BSP Link.

1. The issuance of the ADM is done in BSP Link. The agent has a period of 15 days to review and dispute the debit.

1.1. If the submitted documentation justifies the dispute, the dispute is accepted and the ADM is canceled;

1.2. If the submitted documentation does not justify the dispute, the dispute is rejected and the ADM is invoiced.

2. If the agent still believes that, after the rejection, there are grounds for justification, they can initiate a new dispute through the PBD – Post Billing Dispute – in BSP Link.

2.1. The agent has up to 30 calendar days from the ADM invoicing date to open the PBD. After this period, BSP Link does not allow the opening of a PBD.

2.2. G3 has up to 60 calendar days from the date the PBD is opened by the agent.

2.2.1. If the justification meets expectations, the PBD is accepted and the amount is credited to the agent;

2.2.2. If the justification does not meet expectations, the PBD is rejected;

2.2.3. If G3 does not respond to the PBD, the amount is credited.

2.3. There is no automatic reopening of the PBD; in this case, an email must be sent to goldisputes@accelya.com.

CLARIFICATION ON DISPUTES

1. At the time of filing the dispute, the agency must submit a SINGLE DOCUMENT with all the necessary SCREENSHOTS of the complete PNR history.
2. Copying and pasting the GDS history into a Word document is not accepted.
3. Make sure that, in disputes over INVOLUNTARY reissues, the endorsement was used correctly. The ENDORSEMENT must be identical to what is stated in the involuntary change policy or in specific route cancellation procedures. If it is not applied correctly, the ADM will be rejected.

REFUNDS

RULE: All refunds, whether voluntary or involuntary or with special concessions, must be processed through the GDS.

Cases such as medical certificates, death, commercial authorization, or involuntary change policies that allow for a refund are special cases that must be processed through the GDS system where they were issued.

EXCEPTION: Only if the GDS shows an error message when processing the refund can it be done through the billing portal (BSP LINK-ARC). It is MANDATORY that, when processing the refund through the portal, the reason of refund field contains the error message provided by the GDS, and that the document generated is attached to the file showing evidence of the error (this must include the ticket number and the error indicated by the GDS system).

IMPORTANT: For refunds to be processed through the GDS, when it is full (due to authorizations), the waiver indicated must be placed in the endorsement field. Additionally, an OSI and SSR must be added to the PNR.

GOL