

Independent Contractors/Agencies Standards
Updated August 8, 2016

Standard Charges

<u>Incident</u>	<u>Processing Fess to IC</u>	<u>Sabre Entry</u>	
Tickets issued by IC and there is NO commission at all	\$10		Report by Accounting
After hour calls	\$45		Manual tracking by Dumonde
Tickets issued by Dumonde Partner Desk <u>(per ticket)</u>	\$25		Report By accounting
Exchanges issued by Dumonde Partners Desk (Dumonde is responsible for any debit memo associated to the exchanged done by Dumonde) <u>(per ticket)</u>	\$45		Report By accounting
Invoicing Errors requiring Dumonde accounting manual entries. These include <u>(per ticket)</u> : <ul style="list-style-type: none"> • Duplicate invoices • Commission invoiced incorrectly • Agent sign missing or incorrect • Incorrect fees listed • Missing discount lines • Re-using old invoice numbers • Issue invoice for tickets already invoiced • Disputing Debit Memos by Dumondre staff (when memo is accurate) 	\$25		Manual tracking by accounting validation in Amadeus/Sabre
Charge backs from declined credit cards <u>(per ticket)</u>	\$150		Manual tracking by accounting
Special circumstances – Dumonde makes call for: <u>(per ticket)</u> <ul style="list-style-type: none"> • waivers • name changes • special seat requests • refunds 	\$25		Manual tracking by Dumonde; Provide to Accounting for billing
Missing invoices on Cruises requiring Dumonde accounting to track down IC	\$45		Manual by accounting
Debit Memos handling fee (plus any additional cost charge by the airline)	\$45		Manual by accounting
Annual Amadeus/Sabre Usage Fee Note: Sabre/Amadeus help desk calls by Partners will be billed back at cost)	Based on Agent sign billed back at cost		Dumonde track and bill

Note: IC keeps 100% of any Service Fee that is charged