

**Independent Contractors
Agencies Standard Service Fee
Updated October 1, 2021**

Tickets issued by Independent Contractors	\$10
Tickets issued by the Robot	\$12
After hour calls	\$45
Tickets issued by Dumonde Partner Desk (per ticket)	\$25
Exchanges issued by Dumonde Partners Desk (Dumonde is responsible for any debit memo associated to the exchanged done by Dumonde) (per ticket)	\$45
Invoicing Errors requiring Dumonde accounting manual entries. These include (per ticket): <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
Charge backs from declined credit cards (per ticket)	\$150
Special circumstances – Dumonde makes call for: (per ticket) <ul style="list-style-type: none"> ●waivers ●name changes ●special seat requests ●refunds 	\$25
Missing invoices on Cruises requiring Dumonde accounting to track down IC	\$45
Debit Memos handling fee (plus any additional cost charge by the airline)	\$45
Annual Amadeus/Sabre Usage Fee	Based on Agent sign billed back at cost
Note: Sabre/Amadeus help desk calls by Partners will be billed back at cost)	