

## Introduction

Chapter 14 is issued to inform Agents about certain locally adopted procedures and other information applicable to BSP operations in Papua New Guinea (PNG). It forms part of the BSP Manual for Agents (Chapters 1-13) that was distributed on the Travel Agents Handbook CD Library when you became an IATA accredited agent.

Owing to variations in local market conditions, some of the rules in Chapters 1-13 had been adapted to suit local requirements. These adaptations and other information have been included in Chapter 14 and take precedence, unless otherwise mentioned, over those included under similar reference in Chapters 1-13. In all other respects the provisions of Chapters 1-13 shall apply.

Agents are encouraged to ensure staff are fully conversant with the contents of this publication.

## Acronyms and Abbreviations

Throughout the text of this Manual abbreviations are used to describe documents, BSP parties etc. A list of these acronyms is shown hereunder.

<b>ACM:</b>	<b>Agency Credit Memo</b>
<b>ADM:</b>	<b>Agency Debit Memo</b>
<b>BSP:</b>	<b>Billing and Settlement Plan</b>
<b>CRS:</b>	<b>Computer Reservation System (Galileo)</b>
<b>ECCI:</b>	<b>Electronic Credit Card Invoicing</b>
<b>ET:</b>	<b>Electronic Ticket</b>
<b>ETL:</b>	<b>Electronic Ticket Location</b>
<b>GDS:</b>	<b>Global Distribution System</b>
<b>HOT:</b>	<b>Hand Off Tape containing Airline Accounting/sales data</b>
<b>IATA:</b>	<b>International Air Transport Association</b>
<b>PNR:</b>	<b>Passenger Name Record</b>
<b>STD:</b>	<b>Standard Traffic Document (ET's and V-MPD)</b>
<b>TINS:</b>	<b>Ticket and Invoice Numbering System</b>
<b>UATP:</b>	<b>Universal Air Travel Plan</b>
<b>V-MPD:</b>	<b>Virtual Multiple Purpose Document</b>

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**CHAPTER 14 – LOCAL PROCEDURES/INFORMATION****14.1 IATA/BSP Useful Contacts****IATA Office**

Location:	Level 4, 83 York Street SYDNEY NSW 2000
Mailing address:	GPO Box 3563 SYDNEY NSW 2001 AUSTRALIA
Manager BSP-Australia	Telephone: +61 (2) 9249-6802 Fax: +61 (2) 9299-6027

**BSP Customer Service Help Desk**

BSP Customer Service hours of business are 0830 – 1700 hours EST, Monday to Friday.

All enquiries relating to BSP matters i.e. BSP procedures, late reporting, missing documents, billing statements and analysis, billing adjustments and credit card transactions, should be directed to the BSP Customer Service Helpdesk. When making such contact, Agents should advise their IATA numeric code.

BSP Customer Service e-mail:	<a href="mailto:cssyd@iata.org">cssyd@iata.org</a>
Stock Sydney email:	<a href="mailto:stocksyd@iata.org">stocksyd@iata.org</a>
Agency Accreditation	<a href="mailto:agencyervices-au@iata.org">agencyervices-au@iata.org</a>
Telephone:	+61 (2) 9249-6877
Fax:	+61 (2) 9299-6027

**BSP Clearing Bank**

ANZ undertakes clearing bank services for BSP PNG. Agents who bank with ANZ get a direct debit or credit to their account. This speeds up the remittance process.

**IATA Website**

Corporate site:	<a href="http://www.iata.org">www.iata.org</a>
Australia:	<a href="http://www.iata.org/australia">www.iata.org/australia</a>
Another useful website for Agents:	<a href="http://www.iata.org/whatwedo/travel_agents">www.iata.org/whatwedo/travel_agents</a>
Resolutions:	<a href="http://www.iata.org/whatwedo/travel_agents/resolutions.htm">www.iata.org/whatwedo/travel_agents/resolutions.htm</a>
BSPlink:	<a href="http://www.bsplink.iata.org">www.bsplink.iata.org</a>

## 14.2 BSP Reporting & Remittance Calendar

A Calendar, listing dates on which Agents are required to report sales and remit payment for such sales, based on the BSP cycle, is sent to all Agents once a year during December via *BSPlink*. Also this calendar can be obtained anytime of the year from our Australia corporate website.

Reporting and remittance is performed on weekly cycle in BSP-PNG. This means that:

- a) **BSP Processes weekly Reporting files. - Every Monday**
- b) **Agent billing is placed on BSPLink for download for the sales of the previous week. - Every Monday**
- c) **Agent bank account is debited/credited for the billing sent the week prior - Every Monday**

This cycle continues throughout the year. The Calendar takes into account declared national public holidays where these fall on Monday. Refer to following pages for Calendar.

### 14.3 Supply/Requisition of E-TICKETS.

The supply of E Tickets to Agents is achieved by the CRS automatic replenishment system. The CRS will allocate blocks of 250 E-Tickets at a time and report these on a Ticket Inventory (TI) file to the BSP. Withdrawal of agent stock will be shown on the TI file as a (W).

### 14.4 Document Register

The CRS will provide you with a daily TINS report (see sample) that records your transactions. Agents must keep accurate and up-to-date records of all ET's supplied to their Agency. The report will record issue date, passenger name and the initials of the consultant responsible. For more information ask your CRS.

**Note:** The CRS is responsible for reporting your sales on a daily basis. At around 11pm each day the CRS will forward your sales to the BSP processing centre in Sydney for production of the weekly billing.

### 14.5 Credit Card Transactions

#### Introduction

As an alternative to accepting cash, most BSP Participating Airlines (Carriers) will accept credit cards as payment for air transportation and related services. Individual agreements between credit card companies and the Carriers govern the terms and conditions of credit card acceptance.

To ensure that the credit card sale can be processed, the ticketing Agent must ensure that BSP and individual Carrier requirements are satisfied.

#### 14.5.1 Types of Credit Cards

There are three major types of credit cards that are likely to be presented to an Agent for the purchase of air travel: -

Card Type/Designator	Card Name
Bank Cards	
AB	Australian Bank Card
CA	Master Card
VI	Visa
Travel and Entertainment Cards	
AX	American Express
CB	Carte Blanche
DC	Diners Club
Airline Issued Cards	
TP	Universal Air travel Plan (Air travel Card)

The vast majority of credit card sales in PNG are on Bank Cards or Travel and Entertainment (T & E) Cards.

UATP Cards may be accepted by Agents for most Airlines however, each transaction should be referred to the issuing Airline for acceptance.

Airline issued charge cards may only be accepted in certain circumstances. If an Airline charge card is presented, contact the Airline before accepting.

For the purpose of this section, the term "Credit Card Company" shall collectively refer to issuers of bankcards, T & E cards, UATP Cards and airline cards.

#### 14.5.2 Other Credit Cards

If a credit card that the Agent is not familiar with is presented for payment of an ET, then the Agent is responsible for contacting the issuing Carrier to verify whether the card may be accepted.

#### 14.5.3 Acceptance Provisions

The following provisions apply to all sales where a credit card is used for all or partial payment of travel and related services.

#### 14.5.4 Credit Card Acceptance

***It is important to note the provisions for acceptance of Credit/Charge/UATP cards as laid out in The Travel Agents Handbook starting at Resolution 890 – Section 1 This section should be read carefully and understood before accepting a Credit/Charge/UATP card where the Carrier will act as the merchant.***

Carriers generally require at least 50 percent of carriage ticketed on their services before a credit card may be accepted for payment.

From time to time, BSP will issue a chart listing the cards accepted by participating Carriers, however it is advisable to contact the Carrier for clarification if in doubt. Specific instructions issued by a Carrier take precedence over the general guidelines provided in the chart.

#### 14.5.5 Credit Card Authorisations

Where the total sale value exceeds the floor limits for the designated Carrier, (refer Carrier) Agents are required to obtain an authorisation approval code.

By far the simplest and most efficient method of obtaining credit card authorisations is through a Computerised Reservation System (CRS). CRS Authorisations can be obtained for E-ticket issues. For instructions on how to obtain credit card authorisations through the CRS, the Agent should refer to the instruction manual from the CRS, on-line help facilities or contact the CRS help desk.

If authorisation for a particular card is not available, or if the Agent does not have a CRS terminal, then the Agent should contact the appropriate credit card company voice authorisation centre.

***As a reminder, failure to follow a Carrier's individual instructions may render it impossible for the Carrier to obtain payment; therefore, individual Carriers reserve the right to issue an Agency Debit Memo (ADM) to the Agent to recover the full amount of the sale.***

**The following points should be checked before issuing a standard Credit Card Sale: -**

1. The credit card should be checked against the appropriate BLACK LIST. If the Agent does not hold copy of this list, the relevant Credit Card Company should be contacted for an approval code. *(A pre authorisation approval code is obtained through an Agent's ticketing system provider).*
2. When ticketing involves travel on more than one (1) Carrier, the Carrier to whom the ticket is plated, must be involved in at least 50% of the value of travel. If this requirement cannot be met, refer to Carrier for instructions.
3. Check that the ticketing carrier will accept the card and obtain an approval code through your CRS facility.  
Note: Agents who are Credit Card merchants in their own right may accept cards not listed by BSP but the transaction must be reported as a cash transaction to BSP.
4. Commission rates for tickets issued against the Airlines' Merchant facility will be advised by the ticketing Airline.
5. No cash refunds are to be paid where the original ticket was issued against a credit card. Where a Carrier allows automated refunds, these are to be processed via the Agent's CRS facility. In such cases a refund application/authority must be completed and submitted to the Carrier via BSPlink.

When processing a credit card sale the Agent should always ask itself;

- ❖ Is the card valid for use in this country?
- ❖ Is the card being presented a valid card?
- ❖ Has it been altered in any way?
- ❖ Does the signature match that on the card?

Agents using the various Airlines Merchant facilities will be advised by the Airlines of the Merchant numbers to quote.

If authorisation is granted, the Agent will be quoted an authorisation number. This number must be entered into the approval code field of the CRS/ticketing system.

Should the authorisation be denied, the credit card company will instruct the Agent on action to be taken.

**Note: *If the above procedures and those outlined in the Travel Agents Handbook, Resolution 890 – Section 1, are not adhered to, the Agent may be held liable for payment should the credit card company reject the charge.***

#### 14.5.6 Some Acceptance Guidelines

##### **Step #1 – Check the Black List**

It is the Agents' responsibility to check the credit card against a black list before accepting it for payment. Failure to do so could result in the Agent being debited for the cost of the sale if the card is being used illegally.

*Where possible the Agent should obtain new black lists as soon as they are released by the Credit Card organisations institutions and enquire how frequently they are published.*

##### **Step #2 – Credit Card Expiration Dates**

Most credit cards show an expiration date. The expiration date is usually located on the face of the card below the credit card account number. When the expiration date has passed, the credit card may not be accepted.

##### **Step #3 – Credit Card Effective Dates**

Some credit cards show an effective date. As with the expiration date, this too will usually be located on the face of the card below the credit card account number. Credit cards may not be accepted prior to their effective date.

##### **Step #4 – Carrier Acceptance/Credit Limit/Authorisation checks**

The Agent should check that the ticketing Carrier will accept the card and that the specific requirements of the Carrier such as 50% carriage on its services, will be met.

##### **Step #5 – Verification of the Identity of the Cardholder**

All possible steps should be followed to verify the identity of the cardholder. Agents are advised to exercise caution when dealing with an unknown client. The better the Agent knows its client, the smaller the risk of receiving a charge back and being held financially liable for the transaction. The Agent should ensure that the customer's signature is verified against the card, and if the customer is not known to its Agency, preferably against another form of photo ID such as a drivers license or passport. If in doubt, it should check with the credit card company for verification under "code 10".

##### **Step #6 – STD issues against a Signature-on-File.**

It is most important that Agents refer to and understand changed conditions for acceptance of credit cards as shown in the Travel Agents Handbook and Chapter 5 of the BSP Manual for Passenger Sales Agents. Changed conditions for S.O.F appear at Resolution 890 - Section 2, 2.1.3 in the Travel Agents Handbook.

##### **Step #7 – Ticketing of Carriers based on Telephone Requests**

Extreme caution should be exercised in accepting bookings and issuing STDs against a credit card where all contact has been by telephone. In the event of a rejection, the Agent will be liable for full payment to the Carrier.

**Step #8 – Maintaining ET Records and Credit Card Receipts**

Agents must retain the STD records for at least 30 months. However, Agents should be aware that other legal requirements might necessitate holding documents for longer periods.

**14.5.7 Face-to Face Transactions**

For face-to-face credit card transactions (when both the card and the cardholder are present), Agents must ensure that all the necessary security precautions are carried out before handing over the ticket.

The Agent in particular must ensure that the card details are entered into the GDS PNR by an Agent for card authorisation and for billing by the BSP.

Details of the card required in an imprint;

1. Card number
2. Card holder name,
3. Expiry date and, where applicable, effective date of card

The Agent shall obtain authorisation for each transaction from the Card Company, and subsequently record it into the GDS PNR.

The Agent shall verify the expiry date, and where appropriate the effective date, of the Card.

The signature of the Card Holder shall be witnessed by the Agent, and matched against the signature on the reverse of the card.

All standard ticketing rules and regulations must be complied with:

- Each STD requires a separate credit card charge.
- Only one Airline per credit card charge.
- Completion of the remittance area;
- Completion of the “Form of Payment” field, showing the Credit Card two-letter identifier followed by the Credit Card Number.
- Check that issuing Airline will honour the Credit Card presented.
- Contact CRS help desk for assistance on the above.

**14.5.8 Automated Credit Card Sales and Reporting****General Information**

Electronic Credit Card Invoicing (ECCI) is a program whereby automated and electronic credit card sales (those sales ticketed using an approved Computerised Reservation System (CRS) are transmitted electronically to credit card companies on a daily basis. BSP receives ticketing and cancellation records from the CRS at the end of each day; data is processed and transmitted daily to the credit card companies.

#### **14.5.9 The Credit Card Invoicing Cycle**

Automated credit sales which are not electronically cancelled by the close of business each day, will be electronically invoiced and posted by the credit card companies to their clients' accounts.

During each BSP Reporting Period (Monday to Sunday inclusive) – ticketing sales and records of tickets that have been electronically cancelled are transmitted by the GDS to BSP on a daily basis. BSP accumulates these records in its processing centre and transmits credit card invoicing data (valid ticketing records) and reversal transactions (credits) to the credit card companies and Airlines on a daily basis.

To minimise the chance of a customer of an Agent being incorrectly billed for a ticket that has been cancelled, it is essential that Agents process the reversal (electronic refund) on a daily basis during the Reporting Period.

If the credit card is not cancelled on the day, credit sales can be refunded using the BSPlink Refund Application procedure, or where authorised by the Carrier, through the CRS's automated refunding facility.

#### **14.5.10 The ET Credit Card Issuance Procedure**

When Electronic Tickets (E-tickets) are processed through the CRS the system automatically prints a credit card charge form (see sample) when a credit card has been used as form of payment. This is required for all accepted credit sales. Separate forms are needed for each sale.

The Agent should keep copies for at least 30 months.

#### **14.5.11 CRS Electronic Cancellation and Reversal Instructions**

***Electronic cancellation/reversal may only be used where the fare used on the ticket does not attract any cancellation penalties.***

On the Day of Issue: Agent may cancel a ticket and the Ticketing System will send BSP a cancelled ticket record - no charge will take place and the ticket will appear on Agent's billing as a cancelled document.

Once the reversal has been effected through the Ticketing System, the flight coupon(s) should be cancelled.

To be sure a client is not billed when a ticket has been issued and subsequently cancelled during the same sales period, the electronic voiding procedure for the CRS through which the ticket was issued must be followed.

**NOTE:** When a ticket is cancelled in a subsequent BSP reporting period, the normal refund application procedure for credit card sales or authorised use of the automated refunding facility via CRS should be followed.

Full credit card procedures should be followed where the ticket is issued part credit part cash.

## **14.6 Refund Procedures**

### **14.6.1 Responsibility for processing**

Airlines have agreed global standards for the processing of refunds. These are set down in Resolution 824r in the Travel Agent's Handbook. In brief, the rule requires Airlines: -

Where totally unused STDs are submitted:

- To authorise settlement no later than the following remittance date after receipt of the refund application from the Agent;

Where partly used STDs are submitted:

- To authorise settlement no later than 2 months after receipt of the refund application from the Agent. Should the Ticketing Airline be unable to process a partly used STD within 2 months, the reason/s must be advised to the Agent.

There may be valid reasons why the Ticketing Airline cannot process a refund within the 2-month period. Where a response is not forthcoming in that time frame, the Agent should follow up directly with the Airline concerned. Should the Agent find the reason for the delay given by the Airline unsatisfactory, it should refer the matter with full details of the transaction to the BSP Manager. All Participating Airlines in BSP-PNG have agreed the BSP Manager may act in an Ombudsman role in these situations for the purpose of resolving these claims, taking into account all circumstances presented by the Agent and the Airline involved. The BSP Manager will report to the Airlines on the number of refund cases brought to his attention during the preceding 3-month period. The report will list the Ticketing Airline involved and the status of each claim submitted.

Applications for refunds should be completed in accordance with the following guidelines: -

**14.6.2 Immediate Refund Allowed - All Airlines**

Fully unused tickets or unused sectors, provided: -

1. They were issued by the Agent at its Approved Location
2. They were issued for Cash, Cheque or against Agents own invoice
3. The validity has not expired
4. That for special fare tickets the date of refund is earlier than the cut-off date prior to departure date. Fees and charges are to be deducted for Cancellation Penalties plus GST and recorded on the Refund Notice

**14.6.3 Immediate Refund NOT Allowed**

1. All MCOs/MPDs – unless Agent has received specific instructions from the Airline to effect refund
2. Documents issued in part or full against credit cards or government warrants
3. STDs issued at another Agent's location or at Airlines office
4. STDs which have been altered or amended in any way after issue
5. Time-expired documents
6. Tickets issued at Groups or IT fares
7. Documents which have been incorrectly overcharged but travel has already taken place
8. Involuntary re-routing
9. Changes of Class (International)

**14.6.4 Automated Refunds**

The Automated Refund procedure is available to all Agents through their System Provider.

**Note: No need to send in any documentation for Electronic Tickets. Death certificates, Seaman certificates or GDS fare quotes can be uploaded with the refund in BSPlink.**

BSP expects that, where the facility is available, Agents will process refunds via their System Provider, thereby saving time.

## 14.7 Reconciling the Billing

The Billing Statements are distributed to the Agents via *BSPlink*, and will be available in *BSPlink* for 6 weeks. It is the responsibility of each Agent, on receipt of its BSP billing statement, to reconcile such statement with its own records. This includes ensuring, among other things, that all STDs issued by the Agent during the relevant Reporting Period have been included in the billing statement issued.

Should an Agent discover a discrepancy in its billing statement, the guidelines set down in Disputed Billings of this chapter are to be followed.

### (a) Overdue or Dishonoured Remittance

If an Agent's remittance is overdue or dishonoured by its bankers, a charge + interest will apply to cover administration/ bank charges incurred by the BSP as a result of the dishonour will apply. These charges are subject to the addition of GST at the ruling rate.

Any BSP Airline may, at its discretion, raise an ADM for the loss of interest and any other charges incurred as a result of such overdue or dishonoured remittance.

### (b) Billing Statement Requests

Copies of billing statements requested by an Agent are available according to the following charges:

- Current billing statement and billing statement for reporting period immediately prior:- no charge
- Billing statements up to three months prior: AUD 226.22 plus GST at the ruling rate
- Billing statements three months and older: AUD 723.66 plus GST at the ruling rate

## **14.8 Method of Remittance/Direct Debiting**

Where an Agent has not received its billing by the due date, the Agent should immediately contact BSP Customer Service and obtain the net billing amount and ensure there are sufficient funds in its bank account to meet BSP's direct debit of its bank account on the remittance date.

Agents are required to settle their BSP billings by use of an authority submitted to BSP for the Clearing bank to automatically debit its nominated bank account.

The net amount due by each Agent is withdrawn from its bank account on the remittance date for each reporting Period.

An Agent wishing to change its bank or bank account must notify the BSP Manager in the form prescribed of its intention 30 days in advance of such charge.

## **14.9 Voluntary relinquishment**

Where an Agent voluntarily relinquishes its IATA Accreditation under Section 13 of Resolution 816, it is required to meet all obligations accrued up to the date of its withdrawal from the Agency List. This includes the settlement of billings issued by BSP for transactions effected by the Agent up to the date of relinquishment. Given the BSP billing cycle, the Agent must maintain its bank account for a period following the date of relinquishment that ensures settlement of such billings.

## **14.10 Agency Debit/Credit Memos (ADM/ACMs)**

ADM/ACMs in use in BSP-Australia are raised and processed in accordance with procedures set down under items 5.5 to 5.5.5.3 in the BSP Manual for Agents.

### **14.10.1 ADMs – Code of Best Practice**

Following a recent study by IATA into the practice followed by Airlines and BSPs concerning the issue and processing of ADMs, IATA has adopted a standard set of rules to ensure consistency of approach on a worldwide basis. The new rules (\*), in the form of Resolution 850m, set down conditions for both Airlines and Agents to observe in relation to the use of ADMs as a legitimate accounting tool to adjust an Agent's account with the Airline. As best practice the new rules, to be applied in conjunction with items 5.5 to 5.5.5.3 of the BSP Manual for Agents, provide the following:

- Maximum time period dating from original transaction date in which an ADM may be raised and the period of prior notice to be given the Agent of its issue.
- Clarity of detail/reason for which the charge is being made;

- Multiple charges to be included in the same ADM provided these are related transactions;
- The timely handling of disputed ADMs;
- Any disputed or rejected memo by an Agent to be supported by evidence/valid reason to refute the charge;
- Where established time periods for raising an ADM have expired, settlement of the charge is to be resolved directly by the Airline with the Agent.

(\*)-Full details of the new rule may be found in your copy of the Travel Agent Handbook.

#### **14.11 Disputed Billings**

As billing statements are prepared from the data recorded by the Agent, there should be no reason to dispute the substance of such billings. However, if it should happen that an Agent disagrees with a particular transaction included in the billing, then the Agent is entitled to have the disputed item examined and, where necessary, rectified. The procedure is as follows:

- a) Where the amount of the discrepancy is under AUD 1,000 on any one document, the total billing is to be settled by the remittance date and the Agent is to contact the Airline concerned and apply for the necessary Agency Credit Memo (ACM) for any over remitted amount, or any Agency debit Memo (ADM) for any under remitted amount.
- b) Where the amount in dispute is over AUD 1,000 on any one document, the Agent is to notify BSP Customer Service as soon as possible after receipt of the billing, and no later than two working days prior to remittance date. BSP Customer Service will endeavour to assist the Agent and in some circumstances may issue authorisation to have the disputed amount reversed prior to remittance, however the billing must be settled by the due remittance date.
- c) If an Agent discovers a billing error **after** the remittance has taken place, the Agent should approach the Airline concerned directly with a request for a billing adjustment.
- d) Correction of errors discovered by an Airline after a remittance date is actioned by the Airline by raising the necessary ACM or ADM.
- e) Any ADM in excess of 9 months old shall be reviewed by the issuing Carrier with the Agent prior to being submitted for processing by BSP.

#### **14.12 Overdue of Dishonoured Remittance**

The Clearing Bank is contractually bound to notify the BSP Manager of an Agent's failure to remit on time. If, for any reason, a remittance is not received by the due date, or an Agent's direct debit is dishonoured on or after the remittance date, the Clearing Bank will inform the BSP Manager who will demand from the Agent that immediate settlement be made.

If payment is received on demand, the BSP Manager will either send to the Agent a notice of irregularity, which shall count as two instances of irregularity, or shall take no further action as decided by the participating Airlines.

If immediate settlement i.e. by the close of business on the day following the date of BSP's demand for settlement is not made, the BSP Manager will initiate default action in accordance with the provisions of the Resolution 832.

### **14.13 Credit Notes**

Where the total amount of credits due to the Agent exceeds the total amount of debits due from the Agent, the Clearing Bank will remit the amount due to the Agent on the applicable remittance date, unless a BSP Airline advises the BSP that credit settlement on its behalf in favour of a designated Agent must be withheld until further notice.

### **14.14 Approved Automated Ticketing Systems BSP- PNG.**

The following automated ticketing system is approved for use by Agents in PNG for issuing E-tickets and processing automated refunds: -

<u>Code</u>	<u>System Name</u>
GDSL	Galileo

### **14.15 Ticket Authorities.**

A Carrier may supply the Agent with its Ticket Authority. The carrier, as authority to issue STDs in its name, enters ticket Authorities in BSPlink. The CRS gets an email to their help desk and updates the agent for ticketing in their system. An Agent wanting to hold and use the Ticket Authority of an Airline should directly contact the Airline for this purpose. Where applicable, the Airline may set down conditions of use for its Ticket Authority additional to those outlined in item 4.2.2.2 of the BSP Manual for Agents.

A Carrier which extends its appointment to Agents under IATA's General Concurrence procedure and which refuses or withdraws its Ticket Authority from an Agent must provide such Agent with a statement of reasons for its decision.

If an agent does not have the airlines ticket Authority in BSPlink they will not be able to refund in BSPlink.

**GALILEO CCCF SAMPLE**

ETKT CREDIT CARD CHARGE FORM  
CATHAY PACIFIC AIRWAYS KUL/HKG GALILEO MALAYSIA  
HELPDESK TES

05JUN07 /KUALA LUMPUR  
99999992 KJJ3KU/1G

GALILEO/TEST

SIGNATURE X-

I ACKNOWLEDGE RECEIPT OF TICKET(S) AND/OR COUPON(S) FOR  
RELATED

CHARGES DESCRIBED HEREON AND AM AWARE OF APPLICABLE  
RESTRICTIONS

AND/OR PENALTIES AS SHOWN ON SUCH TICKET(S) AND/OR COUPON(S)

MYR 2772.00

51.00MY

46.00YR AX3700000000000028 APVL 1122

MYR 2869.00 7733/ 160 9900160872 0

**GALILEO REFUND NOTICE SAMPLE**

REFUND NOTICE DATE OF ISSUE GALILEO MALAYSIA HELPDESK TEST

PASSENGER NAME 06JUN07 KUALA LUMPUR MY

GALILEO/TEST 99999992

INTERNATIONAL CURRENCY MYR

FARE 2136.00 REFUNDED DOCUMENTS CPNS NET

USED 0.00 160 9900160874 2 1 N

TAX1 51.00 MY

TAX2 46.00 YR COMM 7.00

TAX3

CANX INC VAT RFND AMNT

RFND 2233.00 CARD NUMBER

TOUR CODE A/L AUTHORITY 1607060611434R

**GALILEO AUDIT COUPON SAMPLE**

ETKT \*\*AUDIT COUPON\*\* 99999992 \*\*ITINERARY\*\*  
CATHAY PACIFIC AIRWAYS 1 OF 1 KJJ3KU/1G CX 720J KULHKG  
08AUG  
GALILEO/TEST J  
06JUN07 CX 725J HKGKUL 13AUG  
J

KUL CX HKG M658.00J CX KUL Q4.22M658.00J NUC1320.  
22END ROE3.5106 XT PD51.00MY PD46.00YR

MYR 4635.00 EXCH/1609900160872  
PD 97.00XT EX\*AX3700000000000\*AX370000000000028  
54.00HK  
46.00YR ORIG ISS/1609900160872KUL05JUN079999999  
MYR1963.00A  
160 9900160873 1 FFVV  
7733/

**GALILEO AGENT COUPON SAMPLE**

ETKT \*\*AGENT COUPON\*\* 99999992 \*\*ITINERARY\*\*  
CATHAY PACIFIC AIRWAYS 1 OF 1 KJJ3KU/1G CX 720J KULHKG  
08AUG  
GALILEO/TEST J  
06JUN07 CX 725J HKGKUL 13AUG  
J

KUL CX HKG M658.00J CX KUL Q4.22M658.00J NUC1320.  
22END ROE3.5106 XT PD51.00MY PD46.00YR

MYR 4635.00 EXCH/1609900160872  
PD 97.00XT EX\*AX3700000000000\*AX370000000000028  
54.00HK  
46.00YR ORIG ISS/1609900160872KUL05JUN079999999  
MYR1963.00A  
160 9900160873 1 FFVV  
7733/

**GALILEO EXCHANGE AUTHORISATION SAMPLE**

GALILEO MALAYSIA HELPDESK TEST KUALA LUM 05JUN07  
 AUTH:1607060611294E  
 EXCHANGE AUTHORIZATION KUL HKG 08AUG  
 CATHAY PACIFIC AIRWAYS 99999992 J  
 GALILEO/TEST 7733/ FCI  
 \*\*\*EXCHANGED TICKETS\*\*\*  
 1 160 99001608724

REVIEW ETKT FOR ENDORSE/RESTRICT/PENALTY  
 FPAX370000000000028M1122 FCKUL CX HKG M789.60 NUC78  
 9.60END ROE3.5106

MYR 2772.00  
 51.00MY  
 46.00YR AUTH:1607060611294E

MYR 2869.00

**GALILEO TINS REPORT SAMPLE**

TRAVEL PLANNERS TINS REPORT 06 JUN 07  
 CURRENCY CODE PGK IATA NUMBER 22300095

A/L	TKT/STOCK	NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
656	6441244358		JONAS/SMRS	600.00	748.20	9.00	INV
656	6441244359		CHEN/XIAOXIAMS	395.00	112.20	5.00	CASH
656	6441244360		CAMERON/TMR	1402.00	285.60	5.00	INV
656	6441244361		ACIDDAO/LIGAYAMS	1016.00	319.70	5.00	CASH
656	6441244362		MURILLO/RMR	410.00	113.70	5.00	INV
656	6441244363		PUMBO/CHRISMR	386.00	111.30	5.00	CASH
656	6441244364		JIMBAI/ANAKMESAM	2273.00	581.20	9.00	INV
656	6441244365		JIMBAI/ANAKMESAM	1350.00	382.10	9.00	INV

**GALILEO PASSENGER RECEIPT SAMPLE**

THIS RECEIPT MAY BE REQUIRED AT CHECK-IN AND MUST BE  
PRESENTED TO CUSTOMS AND IMMIGRATION IF REQUESTED

NAME: GALILEO/TEST                      ETKT ITINERARY/RECEIPT  
GALILEO MALAYSIA HELPDESK TEST      06JUN07 IATA: 99999992  
TICKET NO. 160 9900160873      PLACE OF ISSUE: KUALA LUMPUR /MY  
ISSUED BY: CATHAY PACIFIC AIRWA  
FARE      TAX      TAX      TAX      TOTAL  
MYR 4635.00 PD97.00XT 54.00HK 46.00YR      MYR1963.00A  
FORM OF PAYMENT: CC

KUL CX HKG M658.00J CX KUL Q4.22M658.00J NUC1320.22END ROE3.5106  
XT PD51  
.00MY PD46.00YR

CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE  
SUBJECT TO CONDITIONS OF CARRIAGE WHICH ARE HEREBY  
INCORPORATED BY REFERENCE. THESE CONDITIONS MAY BE  
OBTAINED FROM THE ISSUING CARRIER.

**NOTICE**

IF THE PASSENGERS JOURNEY INVOLVES AN ULTIMATE DESTINATION  
OR STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE  
THE  
WARSAW CONVENTION MAY BE APPLICABLE AND THE CONVENTION  
GOVERNS AND IN MOST CASES LIMITS THE LIABILITY OF CARRIERS  
FOR DEATH OR PERSONAL INJURY AND IN RESPECT OF LOSS OF OR  
DAMAGE TO BAGGAGE.

CX 720 08AUG KUALA LUM/ KUL HONG KONG/ HKG 0935 OK J 30K  
CX 725 13AUG HONG KONG/ HKG KUALA LUM/ KUL 1250 OK J 30K