



# BSP Manual for Agents – Local Procedures

Chapter 14

Hong Kong & Macau

June 2009  
English

# Content

**FOREWORD:** This chapter (Chapter 14) covers local BSP procedures applicable in Hong Kong & Macau. For all other applicable BSP procedures please refer to the core BSP Manual for Agents.

## CHAPTER 14 - Local Procedures

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## 14.1 ADDRESSES & CONTACTS

### 14.1.1 IATA Local Office

**IATA Hong Kong**  
**Room 1203 Harcourt House**  
**39 Gloucester Road**  
**Wanchai**  
**Hong Kong**

Customer Service: [www.iata.org/hk](http://www.iata.org/hk)  
E-mail: [cschk@iata.org](mailto:cschk@iata.org)  
Internet: [www.iata.org/hk](http://www.iata.org/hk)  
Telephone: +852 2528-9321  
Office Hours:  
0830-1230 & 1330 – 1730  
(Monday – Friday)

### 14.1.2 Contact in IATA Hong Kong

Ms Yvonne Ho	General Manager
Contact:	<a href="mailto:hoy@iata.org">hoy@iata.org</a>
Ms Clare Fong	ISS Operations Manager
Contact:	<a href="mailto:fongc@iata.org">fongc@iata.org</a>
Ms Kerry Chan	BSP Officer
Contact:	<a href="mailto:chank@iata.org">chank@iata.org</a>
Ms Emily Yam	Customer Service Representative
Contact:	<a href="mailto:yame@iata.org">yame@iata.org</a>

### 14.1.3 Data Processing Centre

Accounting Centre of China Aviation (ACCA)  
5 Floors, 12 Building  
Xibahebeili Changyang District  
Beijing China 100028  
Telephone: +86 10 6451 3255  
Fax: +86 10 6429 8701

### **14.1.5 Clearing Bank**

#### **Citibank**

#### **HONG KONG**

##### **Central**

Shop No 311-312, 3/F One Exchange Square (Tel : +852 2330-0400)  
Wheelock House, 20 Pedder Street (Tel: + 852 2522-3023)  
Shop B, G/F China Insurance Group Bldg, 141 Des Voeux Road (Tel : +852 2280-7788)

##### **Wanchai**

Yue Hing Building, 101-105 Hennessy Road (Tel: +852 2527-2362)

##### **Causeway Bay**

10/F & Shop G01 AIA Plaza, 18 Hysan Avenue (Tel: +852 3162-6800)  
Wellable Commercial Building, 513-517 Hennessy Road (Tel: +852 2836-0678)

##### **North Point**

Fortress Tower, 250 King's Road (Tel: +852 2578-9182)

##### **Taikoo Point**

Shop G13&P27, Fu Shan Mansion, Taikoo Shing (Tel: +852 3657-7333)

##### **Tsim Sha Tsui**

72 Nathan Road (Tel: +852 2367-8062)  
Hankow Centre, 4B Ashley Road (Tel: +852 2367-6062)

##### **Hung Hom**

Shop No. 9, G/F Juniper Mansion, Site 1, Whampoa Garden (Tel: + 852 2333-9212)

##### **Kowloon Bay**

Shop Units P4 & P6, Telford Plaza (Tel: + 852 3657-7400)

##### **Kwun Tong**

G/F., 26 Yue Man Square (Tel: +852 2341-9312)

##### **Mei Foo**

8C Nassau Street, Mei Foo Sun Chuen (Tel: +852 2341-9312)

##### **Ma On Shan**

Shop Nos. 296-297 Level 2 ma On Shan Plaza (Tel +852 3657-7222)

##### **Mongkok**

Punfet Building, 699-701 Nathan Road (Tel: +852 2391-6406)

##### **Tai Po**

Shop 4, G/F & M/F, 27-43 Kwong Fuk Road (Tel: +852 3657-7563)

##### **Tsuen Wan**

10-12 Chung On Street (Tel: + 852 2416-7789)

##### **Yuen Long**

128 Main Road (Tel: + 852 2476-6122)

##### **Tuen Mun**

Shop No. G077, G/F., Tuen Mun Town Plaza 1 (Tel: +852 2459-4042)

##### **Shatin**

Shop No. 7 G/F Shatin Plaza (Tel: + 852 2691-2213)  
Shop Nos. 296-7, Level 2, Ma On Shan Plaza (Tel: + 852 3657-7222)

#### **MACAU**

Shop O, G/F & Upper G/F., Macau Square, No 87 Avendia Doutor Mario Soares, Macau (Tel: +853 378-188)

### **14.1.6 List of Approved Ticketing System Providers**

#### **Abacus / Sabre**

Tel: + 852 2960-8888  
Fax: + 852 2811-9800  
Help Desk: + 852 2960-8999  
Email: [auth@abacushk.com](mailto:auth@abacushk.com)

#### **Amadeus**

Tel: +852 2913-7470  
Fax: + 852 2913-0133  
Help Desk: + 852 2913-7470  
Email: [helpdesk.hk@amadeus.com](mailto:helpdesk.hk@amadeus.com)

#### **Galileo**

Tel: +852 2860-0888  
Fax: +852 2866-9498  
Help Desk: + 852 2860-0777  
Email: [Helpdesk-HongKong@travelpport.com](mailto:Helpdesk-HongKong@travelpport.com)

#### **TravelSky**

Tel: + 852 2596-2888  
Fax: + 852 2526-6748  
Help Desk: + 852 2824-2999  
Email: [hongkong@travelsky.com](mailto:hongkong@travelsky.com)

#### **Worldspan**

Tel: + 852 2868-3377  
Fax: + 852 2810-0366  
Help Desk: + 852 2868-1177  
Email: [helpdesk@tictas.com](mailto:helpdesk@tictas.com)

### **14.1.7 LCAG Delegates**

The LOCAL CUSTOMER ADVISORY GROUP (LCAG) is a forum where Airline delegates discuss operational issues for the BSP. For any requests towards LCAG, please find the current delegates:

Chairman:

James Tong                      Cathay Pacific Airways (james\_tong@cathaypacific.com)

Members:

Mavis Chan	Air Macau (mpmavisc@airmacau.com.mo)
Lee Joon Han	Asiana Airlines (aahkgsmz@flyasiana.com)
Johnson Sun	China Airlines (hone-wen_sun@email.china-airlines.com)
Mandy Ng	Cathay Pacific Airways/HK Dragon Airlines (mandy_ng@cathaypacific.com)
Charles Wong	Japan Airlines (charles.wong@jal.com)
Sam Law	Lufthansa German Airlines (sam.law@dlh.de)
Halimy Mahmood	Malaysia Airlines (halimy@mas.com.my)
Freddy Li	Qantas Airways (freddyli@qantas.com.au)
Campbell Wilson	Singapore Airlines (campbell_wilson@singaporeair.com.sg)
Jimmy Ho	Swiss (jimmy.ho@swiss.com)
Suchin Utenpituck	Thai Airways International (hkgsw@thaiairways.com.hk)
Michael Stacy	United Airlines (Michael.j.stacy@united.com)

### **14.1.8 Executive Council Delegates**

The Executive Council (EC) is a forum where Airline and Travel Agency delegates discuss operational issues for the BSP. For any requests towards EC (e.g. suggested changes for PAConf), please find the current delegates:

#### **EC – Hong Kong**

Chairman:

James Tong                      Cathay Pacific Airways (james\_tong@cathaypacific.com)

Members:

Mandy Ng	Cathay Pacific Airways (mandy_ng@cathaypacific.com)
Sam Law	Lufthansa German Airlines (sam.law@dlh.de)
Charles Wong	Japan Airlines (charles.wong@jal.com)
Halimy Mahmood	Malaysia Airlines (halimy@mas.com.my)
Campbell Wilson	Singapore Airlines (campbell_wilson@singaporeair.com.sg)
Ge Nan	Air China (genan@mail.airchina.com.cn)
Rosita Tsang	United Airlines (rosita.tsang@united.com)

#### **EC – Macau**

Chairman:

James Tong                      Cathay Pacific Airways (james\_tong@cathaypacific.com)

Members:

Mandy Ng	Cathay Pacific Airways (mandy_ng@cathaypacific.com)
Mavis Chan	Air Macau (mpmavisc@airmacau.com.mo)
Charles Wong	Japan Airlines (charles.wong@jal.com)
Halimy Mahmood	Malaysia Airlines (halimy@mas.com.my)
Campbell Wilson	Singapore Airlines (campbell_wilson@singaporeair.com.sg)
Suchin Utenpituck	Thai Airways International (hkgsw@thaiairways.com.hk)
Rosita Tsang	United Airlines (rosita.tsang@united.com)

## 14.2 PARTICIPATING AIRLINES

### 14.2.1 Participating Airlines List

The below list shows participating Airline members of BSP Hong Kong as per June 2009:

<b>Name</b>		<b>Code</b>
Accessrail	450	9B
Aeroflot - Russian Int'l Airlines	555	SU
Aerolineas Argentinas S.A.	044	AR
Aerosur	275	5L
Aerosvit Airlines	870	VV
Aerovias de Mexico, S.A. De C.V	139	AM
Air Astana	465	KC
Air Baltic Corporation	657	BT
Air Canada	014	AC
Air China Ltd	999	CA
Air France	057	AF
Air Macau	675	NX
Air Madagascar	258	MD
Air Mauritius	239	MK
Air New Zealand Ltd	086	NZ
Air Pacific Ltd	260	FJ
Air Seychelles Ltd	061	HM
Alitalia Compagnia Aera Italiana S.p.a.	055	AZ
All Nippon Airways Co Ltd	205	NH
American Airlines Inc	001	AA
Asiana Airlines	988	OZ
Austrian Airlines	257	OS
Bangkok Airways	829	PG
Biman Bangladesh Airlines	998	BG
British Airways	125	BA
British Midland	236	BD
Cathay Pacific Airways Ltd	160	CX
China Airlines	297	CI
China Eastern Airlines	781	MU
China Southern Airlines	784	CZ
Continental Airlines	005	CO
Delta Air Lines Inc	006	DL
El Al Israel Airlines Ltd	114	LY
Emirates	176	EK
Ethiopian Airlines	071	ET
Eva Airways Corp	695	BR
Finnair	105	AY
Gulf Air Co GSC	072	GF
Hahn Air	169	HR
Hawaiian Airlines	173	HA
Heli Air Monaco	747	YO

HK Dragon Airlines Ltd	043	KA
Hong Kong Express Airways Ltd	128	UO
Hongkong Airlines Ltd	851	HX
Japan Airlines Int'l Co Ltd	131	JL
Jet Airways	589	9W
Kenya Airways	706	KQ
Kingfisher Airlines Ltd	090	IT
KLM Royal Dutch Airlines	074	KL
Korean Air	180	KE
Lan Airlines	045	LA
Lufthansa German Airlines	220	LH
Malaysia Airlines	232	MH
MIAT Mongolian Airlines	289	OM
National Aviation Company of India Ltd	098	AI
National Aviation Company of India Ltd	058	IC
Northwest Airlines Inc	012	NW
P T Garuda Indonesia	126	GA
Pacific Wings Airlines Ltd	568	LW
Pakistan International Airlines	214	PK
Philippine Airlines Inc	079	PR
Qantas Airways Ltd	081	QF
Qatar Airways	157	QR
Royal Brunei Airlines	672	BI
Royal Jordanian	512	RJ
Royal Nepal Airlines	285	RA
Saudi Arabia	065	SV
Scandinavian Airlines System	117	SK
Shanghai Airlines Co Ltd	774	FM
Shenzhen Airlines Co Ltd	479	ZH
Siberia Airlines	421	S7
Sichuan Airlines Co Ltd	876	3U
Siem Reap Airways International	084	FT
Singapore Airlines Ltd	618	SQ
South African Airways (Pty) Ltd	083	SA
Srilankan Airlines	603	UL
Swiss International Air Lines Ltd	724	LX
TAM Airlines	957	JJ
Thai Airways Int'l Public Co Ltd	217	TG
Transaero Airlines	670	UN
Turkish Airlines	235	TK
U.S. Airways	037	US
Ukraine Int'l Airlines	566	PS
United Airlines	016	UA
Varig Brazilian Airlines	042	RG
Vietnam Airlines	738	VN
Virgin Atlantic Airways	932	VS
Xiamen Air	731	MF

### 14.2.2 Airline Contact Details

BSPlink Enhanced Agents can access the function *Airlines* on *BSPlink* and in this way retrieve Airline contact details at any time.

Agents may also refer to the BSP Quick reference for airlines' ticketing and accounting contact details. The document is available in [www.iata.org/hk](http://www.iata.org/hk) under the "BSP info for Agent" section.

## 14.3 CUSTOMER INTERFACES – QUESTIONS

### 14.3.1 General

For any questions about your ticket sales and the BSP Procedures, there are several ways to find the answers. This Manual should be one of the first sources for you to check, and depending on the nature of the problem you should then turn to the respective party for help:

- Any problems to complete a ticket sale or problems to extract any reports from your ticketing system?  
*This shall of course be answered by the Helpdesk of your Ticketing System Provider (i.e. Abacus, Amadeus, Galileo, Sabre, Travelsky & Worldspan,)*
- Questions about how to issue a ticket, or any queries regarding the rules for a ticket?  
*These should be stated directly to the Airline in question or your ticketing system provider if there is a technical problem.*
- Questions on any discrepancies between what you have reported through your ticketing system and what you find on the BSP Reports?  
*Check which document is causing the discrepancy, and then report this to IATA.*

IATA has several customer interfaces where you can seek information and we wish to point out some of them below.

### 14.3.2 IATA Customer Services

The customer queries are primarily handled through IATA Customer Service Hong Kong:

IATA  
Room 1203 Harcourt House  
39 Gloucester Road  
Wanchai  
Hong Kong.  
Tel : + 852 2528-9321  
Fax: + 852 2520-0329  
Email: cshkg@iata.org

### 14.3.3 IATA Country Homepage - [www.iata.org/hk](http://www.iata.org/hk)

The IDFS Hong Kong home page will have local information regarding this market, including BSP Quick Reference, SAFs, BSP training information & BSP statistics, as well as links to other IATA products & services.

### 14.3.4 BSPlink – [www.bsplink.iata.org](http://www.bsplink.iata.org)

#### **BSPlink – Basic**

BSPlink is the user interface for all parties in the BSP Process. This is where you as an Agent will receive all your BSP Reports and corrective actions such as ADM/ACM are entered and maintained by Airlines and Agents.

*Also, IATA sends any important operational information using the file download function. Make sure to log into BSPlink on a regular basis and check for any new files, ADM/ACMs, or BSP Bulletins for new or changed procedures.*

### **BSPlink – Enhanced**

In addition to the Basic functions described above, BSPlink can also be used to extract online reports, search for historic BSP data (document data, ADM's etc), create groups for many IATA locations, get email notifications for new files and much more. The Enhanced functions has a cost involved but might very well be worth it.

For further information please check directly on the BSPlink site found on [www.bsplink.iata.org](http://www.bsplink.iata.org) or contact us via IATA Customer Service Hong Kong by email: [cshkg@iata.org](mailto:cshkg@iata.org).

### **14.3.5 IATA International Homepage - [www.iata.org](http://www.iata.org)**

By entering to [www.iata.org](http://www.iata.org) you will come to IATA's global home page. Here you can find information on all IATA activities, find ruling resolutions and also buy any IATA publications via the online store. A search tool is available on the site, which will help you to find the information you are looking for.

## **14.4 STANDARD TRAFFIC DOCUMENTS (STD)**

### **14.4.1 STDs used in Hong Kong & Macau**

- ET = Electronic Ticket
- VMCO = Virtual Miscellaneous Charges Order
- Virtual MPD = BSPlink Virtual Multiple Purpose Document

### **14.4.2. Allocation of electronic STDs – Computer Generated Numbers (CGNs)**

GDSs automatically distribute a block of Computer Generated Numbers (CGN) to agent. Ticket numbers are automatically assigned by GDS when an ET or VMCO is successfully issued. For VMPD, serial no is automatically assigned by BSPlink when a VMPD is issued.

Block of VMCO no: 25 – 50

Block of E Ticket: 250 - 500

### **14.4.3 Recall of STDs**

Due to global shortage of Computer Generated Numbers, IATA Head Office must from time to time recall STD stock. This means that stock has a limited lifecycle of 2 to 3 years, from the date of its allocation.

## 14.5 STANDARD ADMINISTRATIVE FORMS (SAF)

### 14.5.1 Administrative forms used in Hong Kong & Macau – General

- Refund Application/ Authority (RAA)
  - To request refund from an Airline
  - For all transactions not eligible for direct refunds
  - Submission to airline directly
  - Refund Application shall be registered via BSPlink
  - Document number syntax – prefix “5400” + 6-digit serial number
  
- Refund Notice
  - Register the refund in your Ticket system
  - Attach refund Notice to ticket coupons
  - Send the form & supporting document to airlines directly
  - Include all coupons (Passenger Receipt Coupon and Flight Coupons to be refunded) and mark REFUNDED in refunded coupons. Put Refund Notice of same airline into an envelope. Mark the airline name/code and agent code on the envelope and send it in the same reporting period as the refund was registered (paper & E ticket: except CX & KA; E ticket: except AF, BA, CA & KL)
  
- ACM/ADM Request Form
  - To request adjustment from an airline
  - Apply to all any kind of mistake
  - Send the form & supporting document to airlines directly
  - ACM/ADM Request shall be registered via BSPlink
  
- Agent Sales Report Adjustment Request Form
  - To request adjustment from an airline
  - Apply to all any kind of mistake
  - Send the form & supporting document to airlines directly

### 14.5.2 Airline’s own accounting memoranda

Individual BSP Airlines also prepare certain BSP accounting memoranda, which are sent directly by the BSP Airline to the Agent concerned. Where BSPlink ADMs/ACMs have been implemented, the documents are issued under the provisions of resolution 850m, either online in BSPlink, or by using a mass file upload feature. This feature allows the airline (or third party acting on the airline’s behalf) raising the ADM/ACM to issue the document in its own system and upload as a file into BSPlink so the Agent can view it. Non-disputed ACMs/ADMs are automatically reported to the DPC for processing and inclusion in billings. Local dispute periods are automatically taken into account, and online disputing through BSPlink can be activated by the airline. The airline can also download disputed transactions from BSPlink, and load them into their own system for dispute handling. The purpose of these accounting memoranda is to adjust the Agent’s account with the Airline via the BSP. The two accounting memoranda are:

- Agency Debit Memo (ADM)
- Agency Credit Memo (ACM)

#### Agency Debit Memo (ADM)

The ADM serves to notify an Agent that unless there is some justification to the contrary, the Agent owes the issuing BSP Airline the amount shown on the ADM for the reasons indicated. In case of disagreement, the Agent is obliged to contact the issuing Airline within the set disputing period, which is calendar 30 days .

An ADM shall only be processed through the BSP, if issued within nine (9) months of the final travel date. Any claims beyond this period need to be addressed outside of the BSP processes.

## Agency Credit Memo (ACM)

The ACM is used in those cases where the Airline owes money to the Agent. The Airline submits an ACM to the Agent, setting out the details of the amount to be credited to the Agent.

### 14.5.3 ADM/ACM Procedures

Where BSPlink ADMs/ACMs have been implemented, the documents are issued either online in BSPlink, or by using a mass file upload feature. This feature allows the airline (or third party acting on the airline's behalf) raising the ADM/ACM to issue the document in its own system and upload as a file into BSPlink so the Agent can view it.

The rules governing the issue of Airlines' ADMs are detailed in resolutions published in the Travel Agent's Handbook.

### 14.5.4 Ticketing Authority through BSPlink

Only the Airline can assign Ticketing Authority to their appointed Agents. The Ticketing Authority is assigned through BSPlink by the Airline. Any updates to their Ticketing Authorization List is managed by the Airline directly.

After assignment of ticketing authority via BSPlink, airlines in HK & MO shall send relevant ticket limit information to the BSP office who is responsible for coordination with GDS.

For allocation of permanent and temporary ticket limits, the following procedures apply:

- Permanent Decrease or Increase
  - Airlines inform BSP office
  - Decrease → immediate effect
  - Increase → effective in the coming sales period
- Temporary Decrease or Increase
  - Airlines inform GDS directly
- Re-allocation of ticket limit on same airlines for HO, BR or SA
  - Permanent → BSP takes action upon receipt of the airline's authorization
  - Temporary → Airlines inform GDS directly

Ticket limit is set in terms of number of ticket per agent location per BSP period. Agents will be able to issue tickets on an airline only after the airline has assigned ticketing authority to it and has also advised BSP of its ticket limit.

## 14.6 BSP BILLING REPORTS – OUTPUT

### 14.6.1 General

IATA provides Agents with a range of BSP Reports for each period (two billing periods per month) and daily credit card sales report. The reports are provided in electronic form via BSPlink. The BSP reports are final remittance statement. Because the BSP reports are considered as supporting accounting documentation it is important that Agents will save BSP reports for the time prescribed in the local legislation (7 years). The reports are available online on BSPlink for the period of 2 months. Old reports can be requested from BSP local office, and if available there is a cost involved with such a rerun.

Reports are provided in the PDF format and are compressed. Agents are required to have appropriate software (e.g. Acrobat Reader and WinZip program).

### 14.6.2 BSP Reports available

#### Agent Output – Basic Package

For you to easily see what standard reports that are included in our Basic Package and available on a regular basis via BSPlink, please use this guide. Use it as a source of information and as a reference when you have queries on any reports.

Report	Frequency
BSP Agent Billing Statement and Analysis	Periodic
Agent Credit Card Detail Report	Daily

### 14.6.3 List of BSP Reports with descriptions

Below are descriptions of BSP reports sent to Agents. Please note that the File Name stated e.g. HKGa133XXXXX\_yyyymmdd\_agtrpt.pdf, MOga193XXXXX\_yyyymmdd\_agtrpt.pdf will reflect the IATA Agent Numeric Code and the date of production.

#### **BSP Agent Billing Statement and Analysis**

This Agent Statement provides a summary for each Airline followed by a list of ALL transactions billed to the Agent for the specified Billing Period. The four main “groups”, being ISSUES, ADM, ACM and REFUNDS, sort the transactions.

#### More information

- This report has a summary of all sales for billing period displayed (Summary Box) at the top.
- Exchange tickets, Check Digit and Coupon Usage Indicator on exchanged ticket number are displayed (“Comments” column).
- Tour Code, Credit card details, CANX, RFIC standardization, CNJ, RFNC are displayed on “Comments” column
- Breakdown of sales included airline code, ticket number,

transaction values, tax value, comm. Rate, comm. Amount and balance payable per airline is displayed.

Frequency: Bi-monthly  
Media: BSPLink  
Format: PDF  
File name: HKga133XXXXX\_yyyymmdd\_agtrpt.pdf  
MOga193XXXXX\_yyyymmdd\_agtrpt.pdf  
(see description above)  
Price: Standard – free of charge

**Agent Credit Card  
Detail Report**

This report shows credit card transactions that have been forwarded by IATA within the Credit Card Invoicing Scheme.

Frequency: Daily  
Media: BSPLink  
Format: PDF  
File name: HKgg133XXXXX\_yyyymmdd\_gdhi00  
Price: Standard – free of charge.

## 14.7 REMITTANCE PROCEDURES

### 14.7.1 General

IATA produces and forwards to each Agent a billing analysis and summary on behalf of all BSP Airlines. This statement identifies the amount due from/to the Agent, which is to be settled with the Clearing Bank in strict compliance with published remittance dates.

### 14.7.2 Method of Remittance

- Make settlement to Citibank
- No later than 1530 hrs on remittance date
- Form of payment (a combination of these):
  - Personal cheque
  - Company cheque
  - Cash
  - Cashier order
  - Direct debit
- One Deposit slip per location
- Post-dated cheque NOT accepted
- Can combine remittances of HO & BR
- Beware of decimals
- Credit balance → direct bank transfer from BSP office

### 14.7.3 Reporting Errors and Missing Remittance Notice

Where an Agent, for whatever reason, has not received his Notice of Billing Statement by the remittance date, he is required to carry out the following:

- Notify IATA that the Notice of Billing Statement has not been received
- Establish and agree with IATA the amount due for remittance on the remittance date

Where an Agent's remittance amount is affected by a Ticketing System Provider that fails to report parts of agency sales for the referred period or due to Agent's own negligence to report issued tickets he is required to carry out the following:

- Notify IATA
- Establish and agree with IATA the amount of deposit due for remittance on the remittance date or on a date advised by IATA

The Agent must ensure that sufficient funds are available to facilitate the settlement process.

### 14.7.4 Post-Settlement Errors discovered by Agent

- Agent should fill in the Adjustment Request Form or BSPlink ADM/ACM Request
- Submit the form and supporting document to airline directly
- Airline raise ACM/ADM or approve ACM/ADM request accordingly

### **14.7.5 Post-Settlement Errors discovered by the BSP Airline**

- Airlines will raise an ACM or an ADM accordingly

### **14.7.6 Post Settlement Errors Discovered by IATA**

- IATA will inform airline or agent if necessary

### **14.7.7 Net Remittance**

Net Reporting is an agreement between an Airline and an Agent to report STDs at a value other than the published fare. The difference between the amount entered in the STD's fare box and the agreed fare may be a Supplementary (Commission) Amount in the Agent's favour, or the Agent may sell the STD at a reduced price to customer. When an Airline enters into an agreement with Agent authorizing the Agent to sell net reporting STDs, the Airline establishes a special code(s) (eg. Tour code, Commercial Agreement Reference) with the Agent.

## 14.8 SANCTIONS, ADMINISTRATIVE AND CLEARING BANK CHARGES

All references to Sections, Paragraphs and Subparagraphs below are references to Sections, Paragraphs and Subparagraphs as prescribed in Resolution 832 of the Travel Agent's Handbook, unless stated otherwise.

### 14.8.1 Administrative Charges

Standard Administrative Charge of HKD/MOP500 per transaction:

- Late payment or dishonoured remittance or a cheque
- Late reported traffic document
- Unreported traffic document
- Late submission of supporting document
- Submitted document(s) not comply with BSP requirements
- Used void tickets

### 14.8.2 Interest and Clearing Bank Charges

Interest and Clearing Bank Charges debited to ISS Management by the Clearing Bank as a result of an Agent's failure to report and/or remit shall be charged to the Agent in accordance with Subparagraph 1.7.1(c) Billing and Settlement of Charges.

ISS Management shall notify the Agent and Location concerned in accordance with Subparagraph 1.7.1(d) Notification of Charges.

### 14.8.3 Void Ticket Charges

Agents in HK and MO enjoy a void ticket allowance of 15%. Void tickets in excess of 15% are subject to void ticket charges.

Void Ticket Charges - Hong Kong

3-tier void ticket charges

1 <sup>st</sup> tier: 20% > no of void < 15% of total issued tickets	(\$15@)
2 <sup>nd</sup> tier: 50% > no of void < 20% of total issued tickets	(\$30@)
3 <sup>rd</sup> tier: > 50% of total issued tickets	(\$150@)

Void Ticket Charges – Macau

2-tier void ticket charges

1 <sup>st</sup> tier: 20% > no of void < 15% of total issued tickets	(MOP\$15.74@)
2 <sup>nd</sup> tier: >21% of total issued tickets	(MOP\$30.95@)

## 14.8.4 Sanctions

### Notice of Irregularity and Default

Where an Agent has accumulated four instances of Irregularity within any 12 consecutive months, as prescribed by Subparagraph 1.7.10 Accumulated Irregularities, the Agent will be subject to Default Action as prescribed by Paragraph 1.10 Default Action.

<b>Event</b>	<b>Instance of Irregularity</b>
Late payment / Dishonored Remittance or cheque	2
Late Reported Traffic Document	1
Unreported Traffic Document Detected By Airline	1
Late Submission of Agency Sales Transmittal	1
Submitted Document(s) Not Comply With BSP Requirements	1

## 14.9 CREDIT CARD SALES

### 14.9.1 General

Subject to the authority of the ticketing Airline and the procedures set out in this manual, an Agent may accept Credit Cards and/or Charge Cards in full payment for ticket sales on behalf of the plated airline. Failure to comply with the procedures herein and/or the airlines policies may result in the transaction being billed as cash to the Agent's Billing and once such action is taken, the airline will not retrospectively accept a card as payment for the transaction. Furthermore should a customer dispute and refuse to pay a transaction appearing on their Card Statement where such transaction was generated by an Agent, the airline will raise an ADM for the full value of the rejected transaction and the Agent must settle same. It is important that all Agents understand the general principles of Credit Card transactions.

When processing a credit card sale, the Agent should always ensure card acceptance and follow customary safety precautions:

- Does the Airline accept Credit Card as form of payment?
- Does the Airline accept this type of Credit Card as form of payment?
- Is the credit card abbreviation valid?
  - AX – American Express Card
  - CA – Master Card (including Eurocard)
  - CB – Carte Blanche
  - DC – Diners Club / American Torch Club/Sun Diners Club
  - DS – Discover Card/Bravo Card/Private Issue card – issued by Novus Card Products
  - EC – Eurocard
  - ER – Enroute
  - JC – Japan Credit Bureau
  - MD – Diamond Credit
  - TP – Airlines own UATP cards (ATCAN)
  - VI – Visa
  - XS - Access
- Is the card offered a valid card?
- Has it been altered in any way?
- Has it been blacklisted by the issuing Card Company
- Does the signature on the charge form match with that on the card? (a local CC acceptance procedure may involve controlling the Card holder's identity as customary)
- Is the Card within the validity date?
- Negotiate an approval code from the Credit Card company

### 14.9.2 Ticket Entry on Credit Card Sales

When accepting the Credit Card on the behalf of an Airline the credit card details shall be entered in the Form of Payment box of the ticket. Credit Card number must follow a specific format

For Entry in the Ticketing System the Agents must control the applicable format with the Ticket System Provider. The format shall cater for Approval Code and Date of Validity.

For the VMPD the entry in the Form of Payment box shall follow following format

VI 5456 6785 8574 8899 followed by the expiry date, 12/09 for example

Where:

“VI” indicated type of Credit Card (in this case Visa)

“5456 6785 8574 8899 ” indicates credit card number

The approval code is entered in its Auth Code box

### **14.9.3 Face to Face transactions**

For face-to-face credit card transactions the Airline will hold Agents responsible if customary safety precautions were not taken and result in the Credit Card being rejected due to fraudulent use.

### **14.9.4 Non Face to Face transactions**

These are transactions where the cardholder is not present at time of issue. Such transactions are either made by telephone or mail order or against signature on file.

These sales are accepted at the risk of the Agent. Any charges in respect of disputed transactions will be passed back to the issuing office. Where a BSP Airline incurs a loss and such loss is attributable to an Agent's failure to adhere to the instructions of the Airline in respect of credit card sales, the Airline may invoice the Agent for such loss. (In normal cases, an ADM will be issued by the Airline.)

### **14.9.5 Passengers Signature**

All tickets issued against Credit Card require approval by the Cardholder. This is expressed by a cardholder's signature. In those cases a Credit Card Charge Form is used (described in later paragraph) the cardholder shall sign the CCCF. In cases where the ticketing procedure will not require a CCCF the cardholder shall sign the Agent Coupon of the ticket.

### **14.9.6 Reporting of Credit Card Sales by IATA/BSP**

All Credit Card Sales are reported on the BSP Billing Analysis and Statement under a separate column. The commission amount is credited to the Agent in cash and as such is deducted from the total balance payable.

## 14.10 REFUNDS

### 14.10.1 General

An Agent is permitted to effect refunds on STDs that were issued and reported by the Agent himself. In all other cases, prior permission must be obtained from the Airline whose document has been used.

In all cases where prior permission to effect a refund must be obtained from the Airline concerned, either as a matter of policy or because the Agent cannot compute the refund himself, an Airline Refund Application/Authority must be issued.

### 14.10.2 Direct Refunds

*Procedures for automated reporting of refunds via GDS / Ticketing System:*

- Refer the BSP Quick Reference to ascertain which ticket type(s) are eligible for direct refund (i.e. Normal, unused special)
- Validate that the ticket is refundable according to the rule of the ticket issued
- Register the refund in your Ticketing System (contact your ticketing system if unsure if this is possible, or if you have any queries about how to perform the task in the system)
- Attach Refund Notice to ticket coupons
- Include all coupons (Passenger Receipt Coupon and Flight Coupons to be refunded) and mark **REFUNDED** in refunded coupons. Put Refund Notice of same airline into an envelope. Mark the airline name/code and agent code on the envelope and send it in the same reporting period as the refund was registered (paper & E ticket: except CX & KA; E ticket: except AF, BA, CA & KL)

### 14.10.3 Refund Application/Refund Notice

The Refund Application is to be used in all cases where the Agent is not allowed to or does not know how to effect a refund. The Agent is to complete all details about the refund requested, attach any documents or coupons related to it and send the full application to the ticketing BSP Airline. The BSP Airline computes the refund requested, and approves or rejects the application.

*Procedures for Refund Application on BSPlink:*

- Access the Refund Application in BSPlink through the function "Issue Refund Application" from the Document Enquiry screen and thus have the form auto populated with the basic values from a chosen document
- After processing the Refund Application, the system will confirm the completion of the action and a Refund Application number is issued. You can also control the status of a Refund Application at any time by looking in the Refund Application Query
- Print out the Form, attach any documents or coupons related to the refund requested and send this directly to the Airline in question using the address on the BSP Billing Statement or address provided by the Airline for this purpose
- The Airline will respond by approving or rejecting your application in BSPlink. In case of an approval, they will keep the Refunded document and you will find the processed information on your Billing Analysis for the next reporting period. You can follow the rejection/approval process by using Refund Application Query in BSPlink. The status will show "pending" for any applications not yet handled by the Airline, and "Authorised" or "Rejected" for those who are. In order to monitor any action taken by the Airline, BSPlink Enhanced users can take advantage of the Email alert function in BSPlink. Approved Refund Applications will automatically be forwarded for processing at the DPC and will appear on your next coming Billing Analysis, you will not receive any stub for reporting or the refunded document back from the Airline

#### **14.10.4 Handling of Refunds by IATA Members**

Under the provisions of IATA Resolution 824r, Members have agreed to expedite refunds on unused or partly used traffic documents in accordance with the following practices:

##### Unused traffic documents

Members will ensure that valid refunds on totally unused traffic documents are made or authorized not later than the following remittance date after the carrier receives the refund application from the Agent.


##### Partly used traffic documents

Members will ensure that refunds on partly used traffic documents are made or authorised by not later than two months after the carrier receives the refund application from the Agent.

## 14.11 REPORTING CALENDARS

### 14.11.1 General

The reporting calendar shows all important dates of the BSP remittance process. Agents are obliged to check the dates in the calendar



**International Air Transport Association**  
Room 1203 Harcourt House  
39 Gloucester Road, Wanchai  
Hong Kong

### 2009 BSP Calendar - Hong Kong (Revised)

Reporting Period	Submission Date <small>- submit sales transmittal to IATA before 1700 hrs</small>	Report Receipt Date <small>- latest day by which standard BSP reports are downloadable</small>	Remittance Date <small>- present cheque or cash to Citibank - IATA disburse remittance to airlines ( for the use of airlines only)</small>	Settlement Date	
Jan(1)	01-15	19 JAN (MON)	23 Jan	02FEB(MON)	03 FEB (TUE)
Jan(2)	16-31	04 FEB (WED)	10 Feb	16FEB(MON)	17 FEB (TUE)
Feb(1)	01-15	18 FEB (WED)	24 Feb	02 MAR (MON)	03 MAR (TUE)
Feb(2)	16-28	04 MAR (WED)	10 Mar	16 MAR (MON)	17 MAR (TUE)
Mar(1)	01-15	18 MAR (WED)	19 Mar	31 MAR (TUE)	01 APR (WED)
Mar(2)	16-31	03 APR (FRI)	06 Apr	15 APR (WED)	16 APR (THU)
Apr(1)	01-15	20 APR (MON)	21 Apr	30 APR (THU)	04 MAY (MON)
Apr(2)	16-30	05 MAY (TUE)	07 May	15 MAY (FRI)	18 MAY (MON)
May(1)	01-15	19 MAY (TUE)	21 May	01 JUN (MON)	02 JUN (TUE)
May(2)	16-31	03 JUN (WED)	04 Jun	15 JUN (MON)	16 JUN (TUE)
Jun(1)	01-15	18 JUN (THU)	19 Jun	30 JUN (TUE)	02 JUL (THU)
Jun(2)	16-30	03 JUL (FRI)	07 Jul	15 JUL (WED)	16 JUL (THU)
Jul(1)	01-15	20 JUL (MON)	21 Jul	31 JUL (FRI)	03 AUG (MON)
Jul(2)	16-31	04 AUG (TUE)	06 Aug	17 AUG (MON)	18 AUG (TUE)
Aug(1)	01-15	19 AUG (WED)	20 Aug	31 AUG (MON)	01 SEP (TUE)
Aug(2)	16-31	03 SEP (THU)	04 Sep	15 SEP (TUE)	16 SEP (WED)
Sep(1)	01-15	18 SEP (FRI)	21 Sep	30 SEP (WED)	02 OCT (FRI)
Sep(2)	16-30	05 OCT (MON)	07 Oct	15 OCT (THU)	16 OCT (FRI)
Oct(1)	01-15	19 OCT (MON)	21 Oct	02 NOV (MON)	03 NOV (TUE)
Oct(2)	16-31	04 NOV (WED)	05 Nov	16 NOV (MON)	17 NOV (TUE)
Nov(1)	01-15	18 NOV (WED)	19 Nov	30 NOV (MON)	01 DEC (TUE)
Nov(2)	16-30	03 DEC (THU)	04 Dec	15 DEC (TUE)	16 DEC (WED)
Dec(1)	01-15	18 DEC (FRI)	21 Dec	31 DEC (THU)	04 JAN (MON)
Dec(2)	16-31	05 JAN (TUE)	07 Jan	15 JAN (FRI)	18 JAN (MON)

**Remittance Deadline:** Before 1530 hrs  
 Clearing Bank: Citibank HK (refer to locations on page 2)  
 Account Name: International Air Transport Association  
 Account No: 61059420

Issued on 03 March 2009

### 2009 BSP Calendar - Macau (Revised)

Reporting Period	Submission Date	Report Receipt Date	Remittance Date	Settlement Date	
	- submit sales transmittal to IATA before 1700 hrs	- latest day by which standard BSP reports are downloadable	- present cheque or cash to Citibank before 1500 hrs	- IATA disburse remittance to airlines (for the use of airlines only)	
Jan(1)	01-15	19 JAN (MON)	23 Jan	02 FEB (MON)	03 FEB (TUE)
Jan(2)	16-31	04 FEB (WED)	10 Feb	16 FEB (MON)	17 FEB (TUE)
Feb(1)	01-15	18 FEB (WED)	24 Feb	02 MAR (MON)	03 MAR (TUE)
Feb(2)	16-28	04 MAR (WED)	10 Mar	16 MAR (MON)	17 MAR (TUE)
Mar(1)	01-15	18 MAR (WED)	19 Mar	31 MAR (TUE)	01 APR (WED)
Mar(2)	16-31	03 APR (FRI)	06 Apr	15 APR (WED)	16 APR (THU)
Apr(1)	01-15	20 APR (MON)	21 Apr	30 APR (THU)	04 MAY (MON)
Apr(2)	16-30	05 MAY (TUE)	07 May	15 MAY (FRI)	18 MAY (MON)
May(1)	01-15	19 MAY (TUE)	21 May	01 JUN (MON)	02 JUN (TUE)
May(2)	16-31	03 JUN (WED)	04 Jun	15 JUN (MON)	16 JUN (TUE)
Jun(1)	01-15	18 JUN (THU)	19 Jun	30 JUN (TUE)	02 JUL (THU)
Jun(2)	16-30	03 JUL (FRI)	07 Jul	15 JUL (WED)	16 JUL (THU)
Jul(1)	01-15	20 JUL (MON)	21 Jul	31 JUL (FRI)	03 AUG (MON)
Jul(2)	16-31	04 AUG (TUE)	06 Aug	17 AUG (MON)	18 AUG (TUE)
Aug(1)	01-15	19 AUG (WED)	20 Aug	31 AUG (MON)	01 SEP (TUE)
Aug(2)	16-31	03 SEP (THU)	04 Sep	15 SEP (TUE)	16 SEP (WED)
Sep(1)	01-15	18 SEP (FRI)	21 Sep	30 SEP (WED)	05 OCT (MON)
Sep(2)	16-30	05 OCT (MON)	07 Oct	15 OCT (THU)	16 OCT (FRI)
Oct(1)	01-15	19 OCT (MON)	21 Oct	03 NOV (TUE)	04 NOV (WED)
Oct(2)	16-31	04 NOV (WED)	05 Nov	16 NOV (MON)	17 NOV (TUE)
Nov(1)	01-15	18 NOV (WED)	19 Nov	30 NOV (MON)	01 DEC (TUE)
Nov(2)	16-30	03 DEC (THU)	04 Dec	15 DEC (TUE)	16 DEC (WED)
Dec(1)	01-15	18 DEC (FRI)	21 Dec	***31 DEC (THU)***	04 JAN (MON)
Dec(2)	16-31	05 JAN (TUE)	07 Jan	15 JAN (FRI)	18 JAN (MON)

\*\*\*remittance deadline on 31Dec09 is 1230 hrs\*\*\*  
 Remittance Deadline: Before 1500 hrs

Clearing Bank: Citibank MO (Shop O, G/F & Upper G/F., Macau Square, No 87 Avenida Doutor Mario Soares, Macau )  
 Account Name: Tel : (853) 2837-8188  
 International Air Transport Association  
 Account No: 04876636