



BSP Manual for Agents – Local Procedures Canada/Bermuda

Chapter 14

Effective June 1st, 2011

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Content

FOREWORD: This chapter (Chapter 14) covers local BSP procedures applicable in Canada & Bermuda. In those cases where local procedure is described, it precedes the global procedures described in chapters 1-13 of the BSP Manual for Agents. BSP Memoranda & Communiqués will be issued and posted to BSPlink and the IATA Canada & Bermuda local webpage as required. Their content will be incorporated into the annual publication of Chapter 14 as appropriate. For all other applicable BSP procedures please refer to the core BSP Manual for Agents.

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14.1 ADDRESSES & CONTACTS

IATA Local Office

BSP Canada/Bermuda
800 Place Victoria,
P.O. Box 113,
Montreal, Québec
Canada, H4Z 1M1

BSP Customer Service

Customer Service Portal :		www.iata.org/customer
Internet:	Canada	www.iata.org/canada
	Bermuda	www.iata.org/bermuda
Telephone :	(514) 390-6841	08:30 to 17:00 Eastern Time

Clearing Bank Canada

C.I.B.C.
Mr. Robert Bousquet
CIBC Commercial Banking
1155 Rene-Levesque Blvd. West
Montreal, Quebec
Canada H3B 3Z4
Telephone: (514) 876-8504
Fax: (514) 876-4617

Clearing Bank Bermuda

Bank of N.T. Butterfield
Toni-Lea Tucker
P.O. Box HM 195
Hamilton, Bermuda
Telephone: (441) 299-3844
Fax: (441) 296-6471

List of Approved Ticketing System Providers

The following ticketing system providers are certified in Canada:

- Amadeus
- Apollo/Galileo
- Farelogix
- Sabre
- Worldspan

The following ticketing system providers are certified in Bermuda:

- Amadeus
- Farelogix
- Sabre
- Worldspan

LCAG Delegates

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

Ms. Pat McCallum	Air Canada	patricia.mccallum@aircanada.ca
Ms. Susan Clements	Air Canada	susan.clements@aircanada.ca
Mr. Armand Essiminy	Air France	aressiminy@airfrance.fr
Ms. Paige Blunt	American Airlines	paige.blunt@aa.com
Ms. Martha Morales	British Airways	martha.morales@britishairways.com
Ms. Cordelia Ho	Cathay Pacific	yvrch@cathaypacific.com
Ms. Lea Batino	El Al Israel Airlines	lea@elalacanada.com
Ms. Monica Stadelmann	Lufthansa	monica.stadelmann@dlh.de
Ms. Roula Moukheiber	Middle East Airlines	yulame@mea.aero
Mr. Andreas Kräuchi	Swiss Intl. Airlines	andreas.kraeuchi@swiss.com
Ms. Brenda Fullmer	US Airways	brenda.fullmer@usairways.com

APJC Delegates

The AGENCY PROGRAMME JOINT COUNCIL (APJC) is a forum where Airline and Travel Agency delegates may consider all aspects of the Agency Programme in the country/area and make recommendations thereon in the form of agenda proposals to the Passenger Agency Conference.

For any requests towards APJC (e.g suggested changes for PAConf), please find the current delegates:

Ms. Susan Clements	Air Canada	susan.clements@aircanada.ca
Ms. Patti Demuth-Gage	British Airways	patti.demuth-gage@britishairways.com
Ms. Martha Morales	British Airways	martha.morales@britishairways.com
Mr. Ross Cronin	Cathay Pacific	ross_cronin@cathaypacific.com
Ms. Paige Blunt	American Airlines	paige.blunt@aa.com
Mr. Dave McCaig	ACTA	actabcyu@telus.net
Mr. Doug Crozier	ACTA	dcrozier@hclaw.com
Ms. Janet Robinson	BTAA	janetr@meyer.bm
Ms. Marlene Tavares	BTAA	

14.2 PARTICIPATING AIRLINES

14.2.1 Participating Airlines List

The most recent list of BSP Canada Participating Airlines is available on the BSP Canada web page under "Useful Information".

Please go to: www.iata.org/canada and click on BSP Participating Airlines.

The most recent list of BSP Bermuda Participating Airlines is available on the BSP Bermuda web page under "Useful Information".

Please go to: www.iata.org/bermuda and click on BSP Bermuda Participants.

14.2.2 Airline Contact Details

For any queries to be directed to a BSP Canada Member Airline you will find contact details for airlines, on which your Travel Agency may have had sales, on the *BSP Canada website*:
www.iata.org/canada

For any queries to be directed to a BSP Bermuda Member Airline you will find contact details for airlines, on which your Travel Agency may have had sales, on the *BSP Bermuda website*:
www.iata.org/bermuda

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

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 completing a ticket sale, or problems extracting any reports from your ticketing system?
This shall be answered by the Helpdesk of your Ticketing System Provider (i.e. Sabre, Amadeus, Galileo, Worldspan,)
- Questions about how to issue a ticket, or any queries regarding the rules for a ticket?
These should be sent 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 Help Desk

Customer Queries are primarily handled online through the IATA Customer Service Portal.

The Customer Service Portal for Canada & Bermuda is available at the following website :
www.iata.org/customer

To submit a question to BSP, click on the “Log An Enquiry” icon and complete the attached form. You may also access the online form directly at the following address:
www.iata.org/customer-portal/Pages/contactus.aspx

14.3.3 IATA Local Country homepage

- **Canada** www.iata.org/canada
- **Bermuda** www.iata.org/bermuda

The IDFS Canada/Bermuda home page will have local information regarding this market, including key contacts, BSP Memoranda and Communiqués and links to other IATA products & services.

14.3.4 BSPlink – www.BSPlink.iata.org

BSPlink – Basic

BSPlink is the user interface for all parties in the BSP Process. On this site, Agents receive all their BSP Reports, complete and electronically submit their weekly Sales Transmittal Form, and issue VMPDs. In addition, corrective actions such as ADM/ACMs are entered and maintained by Airlines and Agents through BSPlink.

Also, IATA sends important operational information via BSPlink using the file download function. Agents should ensure that they log into BSPlink a minimum of once per period, and check for any new files/reports, 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 multiple IATA locations, get email notifications for new files, and much more. Furthermore, Ticketing Authority is maintained by Airlines in BSPlink, so you as an Agent can always check which Airlines allow you to sell their tickets. For the Ticketing Authority functionality, Airlines, Agents and Ticketing System Providers can access the system, so BSPlink adds full transparency between all parties of the process.

The Enhanced functions have a cost involved, but the time saved and information available are well worth it.

For further information please check directly on the BSPlink site www.BSPlink.iata.org, or contact us via the **IATA Customer Service Portal**.

14.3.5 IATA International homepage - www.iata.org

IATA's global home page is found at www.iata.org. Here you can obtain 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 to help you to find the information you are looking for.

14.4 STANDARD TRAFFIC DOCUMENTS (STD)

14.4.1 STDs used in Canada/Bermuda

Where a BSP is in operation, agents issue only STDs on behalf of BSP airlines. There are currently three categories of STDs allocated by BSP Canada/Bermuda with the following coupon denominations:

- Electronic Ticket (ET) – four flight segment ET number
- BSPlink Virtual Multi Purpose Document (VMPD) - one coupon document
- Virtual Miscellaneous Charges Order (VMCO) – one coupon document

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

The allocation of BSP Canada/Bermuda STDs operates as follows.

1. ET serial number ranges are allocated automatically to agents by their Global Distribution System (GDS).
2. ET support coupons are printed on plain white paper from a regular itinerary printer.

Note: It is imperative to provide the passenger with a copy of the ET legal notice in paper or electronic format prior to boarding of the aircraft.

14.4.3 Recall of Stock

Due to a 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.

14.4.4 Completion of Standard Traffic Documents – General

The sections listed hereunder refer to the issuance and completion of standard traffic documents, which are relevant to the BSP processing and settlement procedures.

14.4.5 Electronic Ticketing (ET)

To issue an ET you must:

- be an IATA accredited agent;
- have received ticketing authority by the ticketing airline (through BSPlink);
- have access to a system provider (GDS) which is capable of electronic ticketing for the carrier concerned;
- follow the instructions provided by your GDS;



Print the **ETSC** (Electronic Ticket Support Coupons) and retain in your agency files and/or store electronic copies of these.

- Print or store an electronic copy of the agent coupon for your records:

ETSC AGENT COUPON

ETKT	** AGENT COUPON **	67799992	** ITINERARY **
ABC AIRLINES	1 OF 1	5AB26C/1V	XX 013Y YULYYZ 11JUN
CLIENT / A			Y
05JUN03	OXX 011Y	YYZYUL	13JUN
Y	ENDORSEMENTS/RESTRICTIONS		
11JUN YUL XX YYZ 240.00 XX YUL 240.00 CAD480.00 E			
ND			
CAD 480.00			
13.08CA FP / AX3500 123456 78910 12 / 03			
34.52XG			
39.57XQ FCIO			
CAD 567.17			
909 16673456661	1PRI	FFVV	
5880 /		COMM / 0.00	91

- Print a **Passenger Itinerary Receipt** (Passenger Coupon) and remit to the passenger or, optionally, you may provide the passenger with an electronic copy:

PASSENGER ITINERARY RECEIPT

NAME: CLIENT/ALLAN	ETKT RECEIPT/ITINERARY
XYZ TRAVEL	05JUN03
TICKET NO. 909 16673456661	PLACE OF ISSUE: /ANYTOWN X/CA
FARE TAX TAX	TAX TOTAL
CAD 480.00 13.08CA 34.52XG	39.57XQ CAD 567.17
FORM OF PAYMENT: CC	
FARE CALC: 11JUN YUL XX YYZ 240.00 XX YUL 240.00 CAD480.00 END	
AC 013Y 11JUN MONTREAL/DORVL TORONTO	800A OK Y 2PCS
13JUN TORONTO MONTREAL/DORVL	900A OK Y 2PCS
TRANSPORTATION AND OTHER SERVICES PROVIDED BY THE CARRIER	
ECT TO CONDITIONS OF CONTRACT AND OTHER IMPORTANT NOTICES WHICH ARE	
D WITH THIS ITINERARY / RECEIPT AND FORM PART OF THE CONTRACT OF	
PLEASE ENSURE THAT	
RECEIVED THESE NOTICES AND IF NOT CONTACT THE	
OFFICE OF THE ISSUING AIRLINE OR TRAVEL AGENT TO	
COPY PRIOR TO COMMENCEMENT OF YOUR TRIP.	
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.	

Important Note: Each ET passenger must also be provided with a copy of the “**Conditions of Contract** and other **Legal Notices**” prior to boarding the aircraft.



14.4.5.1 Refund, Exchange or Void an ET

If an ET transaction must be cancelled/voided for any reason, follow your GDS same day voiding procedures.

IMPORTANT NOTE: BSP Canada requires that all voids be performed the same day. BSP Canada cannot void an electronic ticket reported by your GDS as a sale.

In order to refund or exchange an electronic ticket, you must request authority from the airline concerned and follow your GDS' instructions to issue the automated refund or exchange transaction.

- Print or store an electronic copy of the **Refund Authorisation / Exchange Authorisation** and maintain this support document in your agency records:

ETSC REFUND AUTHORISATION

XYZ TRAVEL	ANYTOWN XX	11JUN99	AUTH : 0090900001121
REFUND AUTHORIZATION			YUL YYZ 11JUN
ABC AIRLINES		67799992	Y
CLIENT / A		5880/ FCIO	YYZ O YUL 13JUN
	REFUNDED TICKETS	Y	
	1 909	16673456661	24
REVIEW ETKT FOR ENDORSE/RESTRICT/PENALT			
FP350012345678910EXP1203 FC05JUN YUL AC YYZ 240.00 AC YUL 240.00 CAD4			
80.0 END			
CAD 480.00			
13.08CA			
34.52XG			
39.57XQ			
CAD 567.17			
AUTH : 0090900001121			

ETSC EXCHANGE AUTHORIZATION

XYZ TRAVEL	ANYTOWN XX	11JUN02	
AUTH : 0090900001121			
EXCHANGE AUTHORIZATION			YUL YYZ 11JUN
ABC AIRLINES		67799992	Y
CLIENT / A		5880/ FCIO	YYZ O YUL 13JUN
	EXCHANGED TICKETS	Y	
	1 909	16673456661	24
REVIEW ETKT FOR ENDORSE / RESTRICT / PENALT			
FP350012345678910EXP1203 FC05JUN YUL AC YYZ 240.00 AC YUL 240.00 CAD4			
80.00 END			
CAD 480.00			
13.08CA			
34.52XG			
39.57XQ			
CAD 567.17			
AUTH : 0090900001121			

14.4.5.2 Remittance Area Entries

On electronic tickets, remittance area entries print on the "Agent Coupon".

14.4.5.3 Commission Rate Entries

The rate of commission payable to the Agent on the transaction is recorded in the "Commission" field/format. See examples below:

Commission	Applicable Entry
Nil	0
3 %	3
7 ½ %	7.5

In the "Commission" field/format of standard traffic documents (ETs, VMPDs & VMCOs), enter the appropriate commission percentage (code) that applies to the transaction as authorized by the carrier on whose behalf the document is issued.

Only valid commission codes will be accepted by the system.

Applicable commission codes are communicated to travel agents by the individual BSP airlines.

The rate of commission to be included in the "Commission" field of standard traffic documents and administrative forms is determined and authorized by the carrier named as the "ticketing carrier". (The "ticketing carrier" is selected in accordance with Chapter 4 paragraph 4.2.2 of the BSP Manual for Agents)

In those instances where commission due on the transaction cannot be computed by the straightforward application of a percentage, calculate and enter the actual dollar amount (**expressed in cents**) in the commission field/format.

14.4.5.4 Tax/Fee/Charge Entries

In the remittance area of tickets, there are three separate tax boxes allotted for the taxes applicable to the transaction covered by the standard traffic document issued. **All tax entries must be recorded in the Canadian funds equivalent (rounded to nearest cent) determined by the Bankers Buying Rate (BBR).**

To ensure tax payments are made to the proper government and to prevent the possibility of customer inconvenience resulting from additional collections en route, it is absolutely essential that tax amounts be recorded in the correct fields **and properly identified by tax type**.

The first three tax boxes in the remittance area of the ticket are to be utilized as follows if the Canadian security charge (CA) and any of the three goods and services taxes apply (GST/XG, HST/RC, QST/XQ):

First "TAX/FEE/CHARGE" box:

Enter the amount of the Canada Air Travellers Security Charge followed by the industry assigned tax type code "CA".

Second "TAX/FEE/CHARGE" box:

Enter the amount of the Canadian Goods and Services Tax (GST), if any, followed by the industry assigned tax type code "XG". In the case where an Airport Improvement Fee (AIF) also applies, the GST "XG" on the AIF "SQ" will be added to the "XG" tax amount. If GST on the AIF is the only GST "XG" tax that applies, then that amount of "XG" (GST on AIF) will always be in the second tax box.

For travel originating in British Columbia, Ontario, Nova Scotia, New Brunswick and Newfoundland, enter the applicable Harmonized Sales Tax (HST) followed by the industry assigned tax type code "RC".



NOTE: If an AIF applies, then the GST on the AIF is entered in the second tax box and the amount of "RC" is relegated in the third tax box.

If the e-ticket is not subject to GST or HST, this box may be used for any other applicable tax entry (tax amount and tax type code).

Third "TAX TAX/FEE/CHARGE " box:

Enter the amount of **Quebec Sales Tax (QST)**, if any, identified with the industry assigned tax type code "XQ" and/or all remaining taxes or "XT" with the breakdown in the fare calculation area of the ticket. The Quebec sales tax is always calculated on the fare plus the GST "XG" but not on the GST on the AIF if the fee is collected for an airport outside Quebec).

In the case of VMPDs, it will be necessary to enter each individual tax amount in the tax boxes. Do not enter a combined "XT", as BSPlink will insert additional boxes as required. Please refer to section 14.4.6.1

IMPORTANT NOTE: *If the ticket is subject to Goods and Services Tax, GST or RC must be entered in the second tax box and QST, if applicable, in the third tax box. Combine the third and any additional taxes into one amount and enter in the third tax box with the tax code "XT". Detail the combined taxes at the end of the fare calculation entry in the fare calculation area and identify each individual tax amount with its proper industry assigned tax type code.*

If none of the goods and services taxes apply, there is no prescribed order.

On a VMPD used as a PTA, any PTA service charge, if applicable, must be shown in the "SERVICE CHARGE/TAX ON MPD" box followed by the two-letter code "XP". Any tax on VMPD applicable to the service charge itself is to be included in the amount.

The industry-assigned tax codes for those taxes more commonly encountered with ticketing in Canada are:

"CA"	Canada Air Travellers Security Charge
"XG"	Canada Goods and Services Tax
"XQ"	Quebec Sales Tax
"RC"	Harmonized Sales Taxes
"SQ"	Airport Improvement Fee
"US"	U.S. Transportation Tax
"YC"	U.S. Custom Fee
"XY"	U.S. Immigration Fee
"XF"	U.S. Passenger Facilities Charges (requires airport code and charge designator)
"XA"	Animal Plant Health Inspection Service Fee
"ZP"	Segment Tax
"AY"	U.S. Passenger Civil Aviation Security Service Fee

Consult the ticketing airline, if in doubt, regarding the correct 2 alpha tax code for any other tax(es) applicable.

IMPORTANT: When a ticket is tax exempt, agents must enter the applicable GDS Exempt Tax format and tax code. Please consult your GDS helpdesk for applicable formats. As well, please consult the ticketing carrier for any additional requirements to substantiate tax exemption.

14.4.5.5 Itinerary Codes and Purpose of Travel Code Entries

Entries in the “ITIN” field or “STAT” box serve primarily to provide marketing information for the agent on a broad geographical basis. Failure to insert the codes in this field renders the total information to the agent incomplete, which could make it of questionable value. The calculation of tax on commission is also based on the “geographic area” of the itinerary codes that the travel agent must enter on standard traffic documents. The GST/HST/QST tax on commission will only be calculated if agent/airline are both registered and the “geographic area” of the itinerary code is “9” or “0”. The first digit of the code identifies journeys to/ from or within specific geographic areas.

NOTE: In determining the proper itinerary code for countries not specifically indicated, please use the IATA definitions of geographic areas. **Consult the IATA area map in your** Travel Agent’s Handbook (Resolution 818g Edition) and/or the general rules section of the APT or Air Tariff. The following are the approved itinerary codes:

- “1” Mexico, Central America, Canal Zone, Costa Rica
- “2” Islands & Countries of Caribbean, Bermuda including Puerto Rico and the US Virgin Islands
- “3” South America
- “4” Europe, including Morocco, Tunisia, Algeria, Greenland
- “5” Africa
- “6” Middle East (Western Asia)
- “7” Asia, including India
- “8” Australia, New Zealand and the Islands of the Pacific including Hawaii, **excluding Guam**
- “9” Canada (wholly within Canada) or between Canada and St. Pierre et Miquelon. The itinerary code “9” is added automatically for all Travel Agent Service Fee (TASF) transactions
- “0” United States (wholly within the USA) or transborder Canada – USA (or vice-versa)

NOTE: Codes 1 to 8 identify journeys TO and/or FROM the specific geographic area. Code 9 identifies journeys wholly within Canada /St. Pierre et Miquelon
Code 0 identifies journeys wholly within the USA and/or transborder journeys between Canada and the USA regardless of direction.

For travel originating outside of Canada and/or the USA, the point of origin will determine the itinerary code.

The second digit identifies the purpose of travel as follows:

- “1” Business
- “2” Pleasure
- “3” Charter
- “9” Travel Agent Service Fee

As an example, the code 4 2 indicates a passenger travelling to/from Europe on vacation.

14.4.5.6 Acceptance of Foreign Currencies

Where the agent elects to accept a foreign currency, this must be converted to Canadian dollars prior to the completion of the entries on the traffic document. The entries on the traffic document will be in Canadian dollars and will not reflect the fact that a foreign currency was tendered.

Ensure that your client is informed of the fact that his foreign currency has been exchanged for Canadian dollars for the purpose of purchasing the traffic document and paying the airline in Canadian dollars.

14.4.5.7 Remittance Area Entries of Tickets

IATA ticketing rules require that the amount in the "FARE" box be entered in the currency of country of commencement of travel. This amount must then be converted to Canadian dollars for reporting purposes and must be reflected in the "EQUIV FARE PD" box.

Entries in the "TAX/FEE/CHARGE" AND "TOTAL" fields must always be in Canadian funds. This applies to both cash and credit sales. In the event the fare amount is recorded in other than Canadian currency, it is necessary to record the Canadian dollar equivalent in the "EQUIV FARE PD" box. The entry in the "TOTAL" field will be in Canadian dollars and will represent the total of the equivalent fare paid plus applicable tax(es), also expressed in Canadian dollars.

The three letter codes beside the "FARE", "EQUIV FARE PD" and "TOTAL" amounts identify the currency that these amounts are expressed in. The two letter codes following the tax amounts identify the type of tax.

Where entries in the "FARE" are in a foreign currency and consequently must be converted to Canadian dollars, the applicable currency exchange rate is obtained using the **Bankers Buying Rate (BBR)** published each Friday on the Bank of Canada website at <http://www.bankofcanada.ca/fmd/exchange.html>. These rates will be applicable from Monday of the following week up to and including the following Sunday (IATA currency Resolution 024e).

Fares converted into Canadian dollars must be rounded off (0.50 up to next dollar, 0.49 or less drop the cents).

14.4.5.8 Form of Payment Entry

Agents must also enter the applicable form of payment in the GDS. Please refer to your ticketing system for the applicable entries.

Important Note: Once a cash sale has been issued, it cannot be converted to a credit card sale by BSP Canada/Bermuda, or vice versa. Requests to change the form of payment on a sale must be submitted directly to the ticketing carrier.

14.4.6 Tickets issued against Prepaid Ticket Advice (PTA)

The VMPD can be used to collect sales for a PTA. The VMPD number will serve as a PTA number for Airline and passenger reference. The completion of the remittance area is as usual.

14.4.6.1 PTA Service Charge

Some carriers may require agents to collect a PTA service charge when issuing a prepaid ticket advice. The service charge is to be entered on the VMPD.

Important Note: Some GDS' offer the Virtual Miscellaneous Charges Order (VMCO) as an alternative to the VMPD. This GDS functionality is on a per-airline subscription basis. Prior to issuing a VMCO in lieu of a VMPD, please consult the ticketing carrier and follow airline instructions with regards to the issuance of a VMCO.

SAMPLE PTA --TRAVEL ORIGINATING IN CANADA

NAME OF PASSENGER Nom du passager TEST/JOHN MR		ENDORSEMENTS/ RESTRICTIONS Endos/Restrictions		VIRTUAL MPD	
REASON FOR ISSUE Raison de l'émission 50 - SPECIFIED MISCELLANEOUS CHARGES ORDER 50 - Bon pour services à valeur spécifiée		AIRLINE Cie. Aér 000 IATA	REASON FOR ISSUANCE CODE Raison de l'émission 1 - PREPAID TICKET ADVICE (PTA)		DATE OF ISSUE Date d'émission 20APR2000
CURRENCY Devise USD	<input type="radio"/> DOMESTIC Domestique <input checked="" type="radio"/> INTERNATIONAL International	EXTENDED STAT CODE Code STAT Étendu 02	F - SLEEPER/BERTH G - UP-GRADING H - UNDER COLLECTIONS I - TAXES/FEES/CHARGES J - DEPOSITS/DOWN PAYMENTS K - REFUNDABLE BALANCES L - HOTEL ACCOMMODATIONS M - SUNDRY CHARGES N - CANCELLATION FEE O - OTHER P - REBOOKING FEE DOMESTIC Q - REBOOKING FEE INTERNATIONAL R - LOST TICKET FEE (CHARGE FOR REPLACEMENT) S - UNACCOMPANIED MINOR FEE DOMESTIC T - UNACCOMPANIED MINOR FEE INTERNATIONAL U - COLLECTION FOR EXCESS BAGGAGE CHARGES V - FOR INDIVIDUAL AIRLINE USE W - FOR INDIVIDUAL AIRLINE USE X - FOR INDIVIDUAL AIRLINE USE Y - FOR INDIVIDUAL AIRLINE USE Z - FOR INDIVIDUAL AIRLINE USE 1 - PREPAID TICKET ADVICE (PTA)	CHANGE RATE Taux bancaire 1.10	PNR REFERENCE/ DATA Données Cie XY1234YZ
AMOUNT IN LETTERS Montant en Lettres SIX HUNDRED AND EIGHT 34/100		REMARKS Observations		AGENCY Agence 7-79999 2 TEST TRAVEL AGENCY NYTOWN	
FARE Tarif USD 600.00	AIRLINE VAT N° Cie. Aér N° TVA		ISSUED IN CONNECTION WITH Issués en connexion de		
EQUIV. AMT. Contre-valeur CAD 660.00	AGENT VAT N° Agent N° TVA		ISSUED IN EXCHANGE FOR		
ROUNDED AMT. Montant arrondi CAD					

Use the Tab key to scroll through the document. As you tab through the VMPD you will notice that mandatory fields are highlighted, while other fields are auto populated by the system.

1. Complete **NAME OF PASSENGER** box, tab to **ENDORSEMENTS** box, complete if any, and tab again. Please note that the **REASON FOR ISSUE** box is already auto-populated with Reason 50, **SPECIFIED MISCELLANEOUS CHARGES ORDER** so when you Tab the system will key skip to **AIRLINE** box.
2. Enter the 3-character Airline numeric code. Note, the system will auto-populate the Airline name.
3. Tab to **REASON FOR ISSUANCE CODE** box, click on drop down menu and select appropriate reason for issuance.
4. Tab to **PNR REFERENCE/AIRLINE DATA** and enter the airline PNR locator.



5. Tab to **CURRENCY**. By default the currency code is the country's local currency. If required, overtype with a different currency code.

Important Note: If you enter a currency code other than country's local currency, you will be required to enter the rate of exchange used in the **BANK EXCHANGE RATE** box. The **EQUIV. AMT** paid box will be auto-populated based on the bank exchange rate that was entered. Complete the **ROUNDED AMT** box if required.

6. Tab to the type of journey and select the appropriate **DOMESTIC** or **INTERNATIONAL** journey type **STAT** code. By default **INTERNATIONAL** is pre-selected. Note: Travel to/from USA is considered International.

7. Tab to the **EXTENDED STAT CODE** box and enter the itinerary and purpose of travel codes (e.g. 41).

8. Tab to the **FARE** box and enter the base amount. Please Note: The **AMOUNT IN FIGURES** and **AMOUNT IN LETTERS** boxes will be auto-populated after you have completed the **FARE** and **TAX(ES)** and **SERVICE CHARGE/TAX ON MPD** boxes. Please also note if the **EQUIV. AMT** paid box is completed, it must be the equivalent amount paid in your local currency.

9. Tab to the **TAX/FEE/CHARGE** box, enter the 2-character tax code, tab again and enter the tax amount. If more than one tax is applicable, click on the **More/Ajouter** button to display an additional tax box. You may add more tax boxes as required. Please note there will never be the need for a combined tax (XT) amount as up to 99 tax occurrences/boxes have been programmed.

CURRENCY Devise USD	<input type="radio"/> DOMESTIC Domestique <input checked="" type="radio"/> INTERNATIONAL International	EXTENDED STAT CODE Code STAT Étendu 02	AMOUNT IN FIGURES Montant en Chiffres 643.79	BANK EXCHANGE RATE Taux de change bancaire 1.10	REFERENCE/A DATA Données Cie./ XY1234YZ
AMOUNT IN LETTERS Montant en Lettres SIX HUNDRED AND FORTY-THREE 79/100					
FARE Tarif USD 600.00	REMARKS Observations AIRLINE VAT N° Cie. Aér N° TVA GST/HST000QST00 AGENT VAT N° Agent N° TVA		AGENCY Agence 67-79999 2 TEST TRAVEL AGENCY ANYTOWN		
EQUIV. AMT. Contre-valeur CAD 660.00	ROUNDED AMT. Montant arrondi CAD		ISSUED IN CONNECTION WITH Émis en connection de		
TAX/FEE/CHARGE Taxe/Droit/Redevance CAD			ISSUED IN EXCHANGE FOR Émis en échange de Exchange Coupons Échange Coupons 1 2 3 4 Ajouter		
CA 8.42	FORM OF PAYMENT Mode de paiement		TOUR CODE Code de forfait		
XG 0.75	Cash <input type="checkbox"/>				
SQ 15.00	Credit <input type="checkbox"/>				
XY 8.00	Exchange <input type="checkbox"/>				
US 12.00	XFLGA3 0.00 Ajouter				
XF 4.00	EXEMPT TAXES CAD Ajouter				
XFLGA3 0.00 Ajouter	TICKET TOTAL Total billet CAD 708.17		ORIGINAL ISSUE DETAILS Première émission Airline Serial No Cie. Aér N° de série		
OTHER CHARGES Autres charges USD 0.00	CC Type CC Number CC Amount CC Expiry CC Auth. Ext. Type Numéro CC Montant CC Expiration Approb Paiement étendu		Issuing Agent Émis par: Date (dd/mm/yyyy) Date (dd/mm/yyyy): Place (city code) Lieu d'émission (Code de Ville):		
	Ajouter				

Important Note: The VMPD has been enhanced with an **EXEMPT TAXES** box that is to be used only where an aircraft is exempt from taxes or a passenger holds a Tax Exemption Certificate. If more than one Exempt tax applies, click on the **More/Ajouter** button to display an additional **EXEMPT TAXES** box.



10. The **TICKET TOTAL** box will be auto-populated by the system.

OTHER CHARGES Autres charges	USD	0.00	de CC	0.00	étendu	Lieu d'émission (Code de Ville):
EQUIV. CHARGE Contre-valeur charge	CAD	0.00	Ajouter			
TOTAL EXCHANGE VALUE Valeur totale d'échange	CAD	0.00				
SERVICE CHARGE/TAX ON MPD Frais/Taxe sur MPD	CAD	135.00	CURRENCY Devises	COMMISSION Commission	TAX AMOUNT Montant de taxe	
TOTAL Total	CAD	843.17	CAD	% <input type="checkbox"/> 0.00	0.00	

11. If applicable, tab to and complete the **OTHER CHARGES** and/or **EQUIV. CHARGES** boxes.

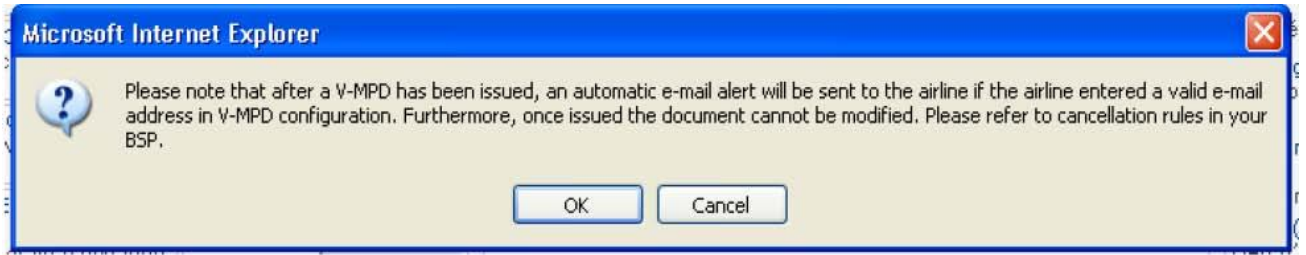
Important Note: The **TOTAL EXCHANGE VALUE** must be completed only when **<Exchange>** is selected as a form of payment.

12. Tab to the **SERVICE CHARGE/TAX ON MPD BOX** and if applicable enter the code XP, tab again and enter the sum of service charge and any applicable tax/taxes.

FARE Tarif	USD	600.00	REMARKS Observations	AGENCY Agence	67-79999 2 TEST TRAVEL AGENCY ANYTOWN
EQUIV. AMT. Contre-valeur	CAD	660.00	AIRLINE VAT N° Cie. Aér N° TVA	ISSUED IN CONNECTION WITH Émis en connection de	
ROUNDED AMT. Montant arrondi	CAD		AGENT VAT N° Agent N° TVA	ISSUED IN EXCHANGE FOR Émis en échange de	
TAX/FEE/CHARGE Taxe/Droit/Redevance	CAD	8.42 0.75 15.00 8.00 12.00 4.00 0.00	FORM OF PAYMENT Mode de paiement	TOUR CODE Code de forfait	ORIGINAL ISSUE DETAILS Première émission
EXEMPT TAXES	CAD	0.00	Cash <input type="checkbox"/>		Airline Cie. Aér
TICKET TOTAL Total billet	CAD	708.17	Credit <input type="checkbox"/>		Serial No N° de série
OTHER CHARGES Autres charges	USD	0.00	Exchange <input type="checkbox"/>		Issuing Agent Émis par:
EQUIV. CHARGE Contre-valeur charge	CAD	0.00	CC Type Type de CC	CC Number Numéro CC	Date (dd/mm/yyyy)
TOTAL EXCHANGE VALUE Valeur totale d'échange	CAD	0.00	CC Amount Montant CC	CC Expiry Expiration	Date (dd/mm/yyyy):
SERVICE CHARGE/TAX			Auth. Code Approb	Ext. Payment Paiement étendu	Place (city code) Lieu d'émission (Code de Ville):

NOTE: The **TOTAL** box will be auto-populated by BSPlink.

Verify your VMPD to ensure all entries you have made are correct. When you are satisfied that all entries you have made are correct, click on the **ISSUE** button. You will be prompted as follows:



Select OK to proceed, or Cancel if you do not wish to issue the VMPD. Once you click OK, the following message is displayed:

The Virtual MPD has been issued.

2000000017

Click on the Virtual MPD number to display the issued document.



NAME OF PASSENGER Nom du passager TEST/JOHN MR		ENDORSEMENTS/ RESTRICTIONS Endos/Restrictions			VIRTUAL MPD	
REASON FOR ISSUE Raison de l'émission 50 - SPECIFIED MISCELLANEOUS CHARGES ORDER 50 - Bon pour services à valeur spécifiée		AIRLINE Cie.Aér 000 IATA	REASON FOR ISSUANCE CODE Raison de l'émission 1 - PREPAID TICKET ADVICE (PTA) 1 - Pour usage ultérieur		DATE OF ISSUE Date d'émission 30APR2008	PNR REFERENCE/AIRLINE DATA Données Cie.Aér XY1234YZ
CURRENCY Devises USD	INTERNATIONAL International	EXTENDED STAT CODE Code STAT Étendu 02	AMOUNT IN FIGURES Montant en Chiffres 643.79	BANK EXCHANGE RATE Taux de change bancaire 1.1		
AMOUNT IN LETTERS Montant en Lettres SIX HUNDRED AND FORTY-THREE 79/100						
FARE Tarif USD	600.00		REMARKS Observations		AGENCY Agence 67-79999 2 TEST TRAVEL AGENCY ANYTOWN	
EQUIV. AMT. Contre-valeur CAD	660.00		AIRLINE VAT N° Cie.Aér N° TVA GST/HST000QST00		ISSUED IN CONNECTION WITH Émis en connection de	
TAX/FEE/CHARGE Taxe/Droit/Redevance CAD	CA	8.42	AGENT VAT N° Agent N° TVA GST/HST111QST11		ISSUED IN EXCHANGE FOR Émis en échange de	
	XG	0.75			Exchange Coupons	
	SQ	15.00			Échange Coupons	
	XY	8.00			ORIGINAL ISSUE DETAILS Première émission	
	US	12.00			Airline Cie.Aér	
XF	4.00			Serial No N° de série		
XFLGA3	0.00			Issuing Agent Émis par:		
EXEMPT TAXES CAD	0.00		FORM OF PAYMENT Mode de paiement		Date (dd/mm/yyyy)	
TICKET TOTAL Total billet CAD	708.17		CASH Yes Comptant		Date (dd/mm/yyyy):	
OTHER CHARGES Autres charges USD	0.00		CREDIT No Crédit		Place (city code)	
EQUIV. CHARGE Contre-valeur charge CAD	0.00		EXCHANGE No Échange		Lieu d'émission (Code de Ville):	
TOTAL EXCHANGE VALUE Valeur totale d'échange CAD	0.00		TAX CASH Taxes argent comptant 183.17			
SERVICE CHARGE/TAX ON MPD Frais/Taxe sur MPD CAD	XP	135.00	CC Type Type de CC			
TOTAL Total CAD	843.17		CC Number Numéro CC			
			CC Amount Montant CC			
			CC Expiry Expiration			
			Auth. Code Approb			
			Ext. Payment Paiement étendu			
			Credit Total Tax Totale des taxes carte de crédit 0.00			
			COMMISSION Commission			
			TAX AMOUNT Montant de taxe			
			FORM AND SERIAL NUMBER Form et numéro de série 2000000046 2			

AGENT COPY PASSENGER COPY CANCEL V-MPD

At the bottom of the issued Virtual MPD there are three buttons, one to print an **Agent Copy**, one to print a **Passenger Copy** and the **Cancel VMPD** button to SAME DAY Void the VMPD. Only SAME DAY Void is allowed provided that the carrier has not marked the VMPD as USED. If that is the case, see paragraph 14.6.3.2

14.4.6.2 Refund on a Prepaid Ticket Advice (PTA)

Some carriers issue a PTA "authority to refund" form. Agents will be required to obtain such authority prior to issuing an automated refund. Please consult the issuing carrier.

When a carrier authorizes the refund of a VMPD issued in connection with a PTA, the agent may refund the VMPD through their GDS refund functionality, or, if instructed by the airline, issue a Refund application through BSPlink.

14.4.7 Ticket Exchanges

14.4.7.1 General

Two types of Ticket Exchange transactions may be processed through BSP Canada/Bermuda: Even Exchanges and Exchanges with Additional Collection.

Important Note: An agent **may not** reissue or exchange any ticket issued by an airline or another agent without the express and prior authority of the original issuing airline.

14.4.7.2 Issuance of Ticket Exchange Transactions

All GDS' in BSP Canada/Bermuda have automated the reporting of Ticket Exchange transactions. Agents are not required to submit any ticket exchange transactions to BSP Canada/Bermuda for processing. Instead, agents must ensure to correctly issue their electronic ticket exchanges using their GDS exchange mask/formats.

An exchange transaction that is not issued as a ticket exchange in the GDS exchange format, is electronically transmitted to BSP as an original sale. This transaction will be processed as a new sale at full value.

Important Note: Agents **cannot** manually report ticket exchange transactions to BSP; nor is BSP able to correct any values on automated exchange transactions. Exchanges are processed as they are electronically reported by the GDS'. Any ticket exchanges issued incorrectly must be reported directly by the agent to the ticketing airline.

When issuing a ticket exchange transaction through your GDS, keep all supporting documentation, including any exchanged airline vouchers in your office.

14.4.7.3 Even Exchanges

14.4.7.3.1 Even Exchanges and the Rate of Exchange

When issuing an even exchange transaction involving a transborder itinerary between Canada/USA, the rate of exchange used to convert the USA taxes from USD to CAD can fluctuate weekly. When issuing an even exchange transaction where there is no change in fare and where the same taxes are applicable, please verify whether the exchange rate has fluctuated. **If the exchange rate has fluctuated, please do not use the GDS auto-quote to perform the exchange** or the result will be either an additional collection or refund of the USA tax amounts.

IMPORTANT: Before completing the even exchange in your GDS, **compare the tax amounts on the original ticket to the tax amounts in the GDS auto-quote** and if they differ due only to a fluctuation in the exchange rate, please manually enter the fare and tax amounts from the original ticket into a manual GDS pricing field (e.g. HHPR, Phase 4, Manual Pricing Record, etc...) using the same rate of exchange that was used for the original ticket.

14.4.7.3.2 Commission Entries on Even Exchanges

For commissionable "EVEN EXCHANGE" transactions, since the total is zero, it will be necessary to enter the actual **calculated** amount of commission **in cents** (\$20.00 is to be entered as 2000). **DO NOT** enter a commission percentage in the commission field because any percentage applied to a "zero" total will be "zero".

14.4.7.4 Exchanges with Additional Collection

14.4.7.4.1 Ticket Exchange with Change Penalty

For certain fares, airline tariffs only permit change of reservations upon payment of a change penalty. Where a reservation change requires reissue of the original standard traffic document, this fee is accounted for in the GDS ticket exchange mask/format.

IMPORTANT NOTE: Where reissue of the original ticket is not required and the change fee is to be covered by the issuance of a VMPD, enter the fee and any applicable taxes in the tax boxes only, with the appropriate two-letter tax code. The “TOTAL” and “AMOUNT IN Figures” and “AMOUNT IN LETTERS” will reflect the combined amount of fee plus applicable taxes.

Remit the passenger copy of the VMPD to the passenger so as to evidence payment of the fee to airport personnel.

14.4.7.4.2 Exchange with NO Change in Fare with a Change of Reservation Fee

Where there is no change in fare but where collection of a change of reservation fee is required, the change fee must be included in the GDS ticket exchange format/mask. Failure to include the change fee in the GDS ticket exchange format/mask will result in the exchange transaction being received and processed by BSP as an EVEN exchange from the electronic GDS data. Once it has been processed as an EVEN exchange, it cannot be corrected by BSP.

On exchanges without change in fare subject to a change penalty, the amount of the penalty (plus taxes applicable to the change penalty) becomes the additional collection amount.

14.4.7.4.3 Exchange with Higher Fare with or without Change of Reservation Fee or Cancellation Penalty

If the new ticket results in an **additional collection**, the additional collection form of payment must be entered on the new ticket, and will include additional fare, taxes if any, and applicable change penalty.

If the additional collection is paid by credit card, issue a credit card charge form for the amount of the “Additional Collection” only, and retain for your records.

14.4.7.4.4 Application of GST/ HST/QST to Ticket Cancellation Penalties and Change Fees

Ticket cancellation penalties and change fees are only subject to GST/HST/QST where the cancelled or changed journey was itself subject to GST/HST/QST.

- For a reissue with a higher fare, add the amount of GST/HST/QST applicable to the change fee to the GST/HST/QST applicable to the additional collection.

14.4.7.4.5 Collecting Your Share of a Change of Reservation Fee/Cancellation Penalty (Exchanges)

Change of reservation fees and cancellation penalties are governed by individual airline tariff rules. Some airlines allow agents to retain a share of such penalties. You must consult the ticketing airline concerned to determine if that airline allows the agent to retain a share of its penalty and, if so, the amount that may be retained by the agent.

When permitted by the ticketing airline, you should collect your share of such fee/penalty on an exchange as follows:

- The portion of the penalty you have been authorized by the airline to retain is added to your commission total. Enter this total commission amount in the commission field of the new ticket.

14.4.7.5 Split Payment – Multiple Forms Of Payment

Agents may issue tickets with up to two forms of payment, such as payment partially by cash or cheque and partially by charge against a credit card or other recognized form of credit. At this time, however, not all GDS' are capable of handling multiple forms of payment on a transaction.

If your GDS does not accept multiple forms of payment on a ticket, or your transaction involves two or more credit cards, issue a Split Payment transaction using the procedures below.

NOTE: The use of multiple credit cards WILL NOT BE PERMITTED as a single transaction. Multiple credit card payments must be issued as a SPLIT PAYMENT transaction.

1. Issue a VMPD for the amount covered by the credit card or other credit documents (e.g.: government warrant).
2. Enter the total amount of the credit payment as fare with a "0" in the "TAX" boxes.
3. Enter the appropriate codes in the "COMMISSION" and "EXTENDED STAT CODE" boxes. Complete a credit card charge form and retain it for your records.
4. Issue the ticket in exchange for the VMPD referred to in number 1 above, entering the VMPD number as the ticket being exchanged.
5. Because no taxes were collected on the VMPD, all applicable taxes must be collected on the ticket exchange.
6. The Total additional collection will be the remaining cash amount, or alternately, the amount being charged to the 2nd Credit Card.

Important: Prior to issuing a Split Payment transaction, Agents MUST ensure that the issuing carrier authorizes the issuance of VMPDs for Split Payments and/or accepts multiple credit cards as the form of payment.

SPLIT PAYMENT TRANSACTIONS

CREDIT PORTION

1. ISSUE VMPD FOR VALUE OF CREDIT PORTION
2. ISSUE CREDIT CARD CHARGE FORM TO COVER AND RETAIN FOR YOUR RECORDS.

CASH PORTION

1. ISSUE TICKET IN FULL AMOUNT IN EXCHANGE FOR VMPD PLUS CASH COLLECTION

14.4.7.6 Final Payment on Air Transportation

When reporting a transaction on which a deposit has previously been made and reported on a VMPD, use the following procedures:

1. Issue the actual Traffic Document in your GDS as an exchange transaction.
2. Enter the VMPD number covering the down payment as the ticket "*ISSUED IN EXCHANGE FOR*".
3. Collect any applicable tax(es).
4. Enter the amount of the final payment as the Total Additional Collection Amount.
5. If no commission was taken on the down payment, then commission will be due on the total fare, not just on the amount of the additional collection. It will therefore be necessary to compute and enter the actual dollar amount of commission (expressed in cents) being claimed rather than a commission rate code.

14.4.7.7 Multiple STD Exchanges

14.4.7.7.1 Multiple STD Even Exchange

Exchanging one old ticket for one new ticket and a VMPD for residual value will result in two "*EVEN EXCHANGES*". The old ticket number is entered as the original/exchanged ticket on each new document. Both exchanges will be reported electronically as separate EVEN Exchange transactions.

Important Note: Only a select number of carriers allow VMPDs to be issued for residual value exchanges. When exchanging a non-refundable ticket, any residual fare is forfeited unless otherwise instructed by the carrier.

14.4.7.7.2 Multiple STD Exchanges with Additional Collection

When exchanging one or more old ticket(s) for two or more new tickets, the first exchange will show a new ticket number, all the old ticket numbers, and the total additional collection will include all applicable taxes and the change penalty. The second and subsequent exchange transactions will each show a new ticket number, all the old ticket numbers, and will be issued and reported separately as "*Even Exchanges*".

If the form of payment for the additional collection is a credit card, a credit card charge form equal to the additional collection must be completed and retained for your records.



14.4.7.8 Exchanges with a Refund Value or Negative Tax Values

Many member airlines have North American fares that are 100% non-refundable. However, the value of such tickets (excluding applicable compensation fees) may be applied to future travel as per the conditions of Change.

Occasionally these exchange transactions result in a “refund value” or “negative” refundable tax value. For example, a positive and negative tax exchange exists when the original ticket issued for a transborder Canada/USA itinerary is exchanged for a new ticket of higher value involving travel wholly within Canada, in which case there is an additional collection of fare and/or taxes but refund of unused refundable USA taxes.

Quite often these aren't true positive and negative tax exchanges, but merely a fluctuation in exchange rates on transborder Canada/USA itineraries. If the same USA taxes paid on the original ticket also apply to the new itinerary, please manually enter the USA tax amounts from the original ticket into a manual GDS pricing field (e.g. HHPR, Phase 4, etc...) using the same rate of exchange that was used for the original ticket.

Note: Refundable tax credit values cannot be used to offset any portion of a new fare or Change Penalty additional collections.

Exchanges with refund values or with “negative” refundable tax values cannot be processed through BSP Canada.

As a result, airlines have authorized refund of the original ticket and issue of a new ticket sale as follows:

1. Where a new ticket is to be issued immediately:
 - a) Issue the new ticket and report as a new sale transaction via BSP.
 - b) Enter into the endorsement box of the new ticket the fare restrictions associated with the original ticket, the original ticket number and original issue date.
 - c) Add a non-air auxiliary segment to the original PNR using the maximum validity date of the ticket in order to keep the original PNR live. Endorse the OSI field of the PNR as follows: EXCH with REFUND New Ticket Number (identify the new ticket number).

IMPORTANT: Accurate endorsement of the refund transaction with new sale ticket number is critical to prevent debit memos for the refund of non-refundable fares and assessment of agency error fee.

2. Refund the original ticket through the GDS as follows:
 - a) Where the original base fare on a non-refundable ticket is HIGHER than the base fare of the new ticket, refund the original ticket for the base fare of the NEW ticket.

The difference between the higher original base fare and the lower base fare of the new ticket is forfeited.

OR

- b) Where the original base fare on a non-refundable ticket is LOWER than the base fare of the new ticket, refund the total base fare of the original ticket.



IMPORTANT: When the fare rule of the original ticket requires collection of a change penalty, enter this amount in the GDS refund mask/screen as the “Cancellation Penalty”, to reduce the amount of the refund.

Residual non-refundable (forfeited) fare value must be recorded as the “Fare USED” and the Cancellation/Change Penalty must be recorded as the “Cancellation Penalty”.

IMPORTANT: Residual fare cannot be applied to the change fee.

Refund taxes on the original ticket in full except for the QST/GST/HST applicable to the value of the Cancellation/Change penalty and Fare USED. (Reduce the amount of the QST/GST/HST being refunded).



14.4.7.9 Government Warrants

When issuing a ticket against a government warrant, a credit card charge form must be prepared and retained for your records to cover the amount covered by the government warrant.

In place of the Credit Card Number enter on both the charge form and as the form of payment in the GDS:

- A number comprised of the government warrant number with a 4 digit prefix comprised of THE AIRLINE'S TWO DIGIT ALPHA CODE FOLLOWED BY THE DIGIT "9" AND FOLLOWED BY THE AIRLINE'S 3 DIGIT NUMERIC CODE (e.g.: the prefix would be "AC9014" for An Air Canada transaction).

Submit the government warrant directly to the airline's revenue accounting office.

Note: Please print clearly on the Government Warrant the complete ticket number including the airline three digit code and your agent IATA number.

NOTE: Any other support documents, (Reduced Rate Vouchers, Discount Coupons, (VATS) Waiver Authorizations) that are part of an ET original sales transaction, must be kept in your agency files with the agent coupons.

If any portion of the transportation is payable personally by the customer, a VMPD will be issued for the amount payable. In this situation the VMPD will be reported by BSPlink as a cash or credit card sale, as applicable, depending on the form of payment.

14.4.8 Voided Standard Traffic Documents

Standard traffic documents, even voids, must be accounted for. Retain the agent coupons of voided ETs in your agency files.

Etickets, whether paid by cash or credit card, must be electronically voided on the SAME Day as ticket issuance, using the entry provided by your GDS.

14.4.8.1 GDS Void Procedures

If after issuance, an electronic ticket must be voided, a special and critical procedure is required to remove sale record from the GDS data transmitted to BSP Canada.

Tickets Voided on the Same Day of Issuance

If such a ticket is voided/cancelled on the **same day** it was issued by using the GDS voiding entry referenced below, the GDS message reported to the BSP Canada Processing Centre will only contain the voiding transaction. Please refer to your GDS vendor for the applicable detailed procedures regarding the same day voiding GDS entry:

APOLLO:	RRVO	SABRE:	WV
WORLDSPAN:	DDV	AMADEUS:	TWX

IMPORTANT NOTE: In order for the sale to be deleted from transmission to BSP Canada, the special GDS entries referenced above must be used. Failure to use the special GDS voiding entries will result in a sale being sent to BSP Canada and in the case of a credit card sale, the credit card company of the cardholder. The only way to reverse the sale will be to submit a refund, providing that the ticket is refundable. If the ticket is non-refundable, the sale will stand.

14.4.8.2 Sales Report Preparation And Back Office Accounting Systems

All transactions that are same day voided in the GDS will be transmitted electronically to the BSP processing centre as VOID. Please retain the hand voided agent coupons of completely voided etickets in your agency files.

It may, however, be helpful that the person preparing the sales report can attest or certify that all cancelled automated sales transactions have been properly voided using the appropriate GDS procedures on the same day as ticket issuance.

NOTE: While a generic GDS acknowledgement is indeed generated each time a transaction is successfully voided using the GDS entries detailed in 14.4.8.1, GDS' also provide the option of producing a log of ticketed/GDS voided transactions. Please contact your GDS helpdesk if assistance is required to produce the log for Apollo (HMPR or HMPP function), Sabre (DQB or WV* function), Worldspan (DD function) or Amadeus (TJQ function).

Ticket sales transactions are always handled in a front room reservations and/or ticketing environment. Changes made in the back office accounting system will not alter the ticketing data previously transmitted.

14.4.9 Ticketing Authority

Airlines assign Ticketing Authority to agents for the purpose of issuing standard traffic documents in the GDS' and BSPlink. Airlines update Ticketing Authority to Agents through BSPlink Ticketing Authority Maintenance. When the Airline updates Ticketing Authority in BSPlink, the Agent's GDS provider receives an electronic message to add/remove Ticketing Authority for the Agent.

Ticketing authority can be removed at any time by the carrier concerned or by the BSP Manager. The ticket system provider will ensure that the agent is no longer capable of issuing electronic tickets on behalf of the BSP airline concerned.

14.5 STANDARD ADMINISTRATIVE FORMS (SAF)

14.5.1 Administrative forms used in Canada/Bermuda – General

There are two kinds of administrative forms, those issued by travel agents and those issued by BSP airlines.

Administrative forms originated by agents are available electronically. These forms are:

- BSPlink on-line ACM Request or ADM Request
- Universal Credit Card Charge Form (CCCF)
- Refund Application Authority (RA)

BSP airlines also prepare certain BSP accounting memoranda that are sent directly by the carriers to the agents concerned. These forms are:

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

The purpose of these accounting memoranda is to adjust the Agent's account with the airline.

14.5.2 Airlines accounting Memoranda – ADM & ACM

The DPC does not verify the accuracy of the fare computations or commissions claimed since that function is the prerogative of the ticketing Airline. In order to correct discrepancies in reported tickets, the Airline will issue accounting memos. The purpose is to adjust the Agent's account within the BSP process. Following types are available:

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 30 calendar days from the date of issue. 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. In case of disagreement, the Agent is obliged to contact the issuing Airline within the set disputing period, which is 14 calendar days from the date of issue.

14.5.3 ADM/ACM Procedures

The majority of BSP Canada/Bermuda Airlines submit ADMs and ACMs electronically to Agents via BSPlink. Agents must check regularly on BSPlink for any pending ADM/ACM.

Airlines are required to publish and communicate in writing their ADM policies to Agents. Airlines shall also provide Agents with the phone or fax number and email address of a person or department that has knowledge of the concerned ADM.

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

ADMs and ACMs issued in BSPlink are available to review during a 30-day and 14-day latency period respectively. During this period, agents should investigate, and, if necessary, dispute the memo. Following the end of the latency period, undisputed ADMs or ACMs are reported to BSP electronically, and are processed in the next available billing period.

Depending on the specific carrier's dispute policies, agents can either dispute memos through BSPlink using the dispute mechanism, or dispute memos directly with the carrier. Memos disputed through BSPlink are deactivated pending the airline's investigation. Where Airlines do not allow disputing in BSPlink, and where they require the agent to dispute an ADM/ACM manually, the airline will deactivate the ADM/ACM in BSPlink on behalf of the agent pending the airline's investigation of the dispute.

ADM

During the disputing period (30 days), Agents can access the ADM form on BSPlink under the option "ADMs Pending Settlement". ADMs found here can be disputed, and if the Airline allows disputing through BSPlink, Agents can dispute electronically and attach supporting documents.

- If an Agent disputes an ADM, the Airline is to settle the dispute within 60 days of receipt.
- Following the end of the disputing period, if the ADM has not been disputed, the ADM will appear under "ADMs to be billed in the current period", until the last day of the reporting period, when they are automatically included in the BSP Billing Process.

ACM

During the disputing period (14 days), Agents can access the ACM on BSPlink under the option "ACMs Pending Settlement". ACMs found here can be disputed, and if the Airline allows disputing through BSPlink, Agents can dispute electronically and attach supporting documents.

- Following the end of the disputing period, if the ACM has not been disputed, the ACM will appear under "ACMs to be billed in the current period", until the last day of the reporting period, when they are automatically included in the BSP Billing Process.

ADM/ACM data from the past 13 months can be queried through BSPlink.

Note: Although ADM/ACM data remains in BSPlink history for a period of 13 months, file attachments to the ADM/ACM remain in history for a maximum of 9 months.

Some airlines may choose to prepare and send manual ADMs or ACMs outside of the BSPlink process. These are printed with the minimum of an original and a duplicate copy. Each copy consists of an upper portion setting out the reason for the issuance of the memorandum and a tear-off stub. Manual memos should be settled directly with the carriers, as per their instructions.

14.5.3.1 Debit Memo Disputing Procedures

Dispute management of ADMs is addressed in the Travel Agent Handbook (TAH818g). Please refer to sub-sections 1.7.9 & 1.10.5 of Resolution 818g Attachment "A". The Travel Agent Handbook is available for download from the Agenthome link: <http://www.iata.org/whatwedo/travel-tourism/tah.htm>

For dispute instructions pursuant to Resolutions 850m and 818g Attachment "A", please refer to sections 14.5.3.1.1 and 14.5.3.1.2.



DEBIT MEMO DISPUTE PROCEDURES PURSUANT TO RESOLUTION 818g 'Attachment A' & 850m

14.5.3.1.1 ADM Disputes – Airline Enables Dispute Mechanism via BSPLink

Step	SITUATION/CONDITION	BSPLink Process	Resolution Ref.
1.1	Airline issues ADM in BSPLink	At the time of issuance system will automatically pre-set the disputing period and BSPLink will show the corresponding period number, when ADM will be included for billing, unless disputed.	Reso 850m
1.2	Agent disputes ADM via BSPLink	ADM is suspended pending Airline's action in BSPLink. If the airline has not taken action (i.e. reject or accept) within 60 days of date of the dispute, BSPLink will automatically cancel the ADM.	Reso 818g Attachment 'A', sub-paragraph 1.7.9
1.3	Airline does not take action after a dispute within a period of 45 days.	For any ADM that has been disputed by the agent in BSPLink, and the Airline has not taken action (i.e. accept or reject) within 45 days of the date of dispute, BSPLink will generate an email alert to the airline, reminding them that if no action is taken within the next 15 days, the ADM will be automatically cancelled.	Reso 818g Attachment 'A', sub-paragraph 1.7.9
1.4	Airline does not take action on a dispute and 60-day period has elapsed	Upon termination of the 60-day period, BSPLink will automatically cancel the ADM.	Reso 818g Attachment 'A', sub-paragraph 1.7.9
1.5	Airline <u>accepts</u> Agent's dispute of an ADM in BSPLink	Upon receiving notice from the system that an Agent has entered a dispute on an ADM, and if the Airline is in agreement, Airline will action removal of such ADM from BSPLink.	
1.6	Airline <u>rejects</u> an agent's dispute of an ADM in BSPLink	<ul style="list-style-type: none"> If the agent queries the ADM in BSPLink and finds that Carrier has rejected a disputed ADM and the Agent still disputes such ADM, Agent must contact the BSP to inform through direct written communication, the existence of such dispute. For Canada/Bermuda - Agents should contact us via our Customer Portal at www.iata.org/customer-portal/Pages/contactus.aspx	Reso 818g Attachment 'A', sub-paragraph 1.7.9 & sub-paragraph 1.10.5

14.5.3.1.2 ADM Disputes – Airline Does Not Enable Dispute via BSPLink

Step	SITUATION/CONDITION	BSPLink Process + Manual Process	Resolution Ref.
2.1	Airline shall provide the agent clear instructions on how to manually dispute ADMs directly with carrier.	Communication shall be provided directly by airline to agents. Instructions will not be reflected within BSPLink.	Reso 818g Attachment 'A', sub-paragraph 1.7.9
2.2	Airline issues ADM in BSPLink	At the time of ADM issuance, BSPLink will automatically pre-set the disputing period number when ADM will be included for billing, unless disputed.	Reso 850m
2.3.	Agent disputes ADM outside of BSPLink	<ul style="list-style-type: none"> a) Agent shall contact carrier and follow airline instructions to place ADM dispute. b) Carrier shall action the ADM in BSPLink to show as disputed, and 60-day countdown continues. c) If the agent queries the ADM in BSPLink and finds that Carrier has not actioned the ADM in BSPLink to show the ADM as being disputed: <ul style="list-style-type: none"> • Agent shall inform BSP through direct written communication the existence of a dispute with the airline and the agent shall provide copy of dispute notice to the airline (ie. copy of e-mail or letter to the airline). <ul style="list-style-type: none"> i. For Canada/Bermuda - Agents may contact us via our Customer Portal at: www.iata.org/customer-portal/Pages/contactus.aspx • BSP will flag the disputed ADM in BSPLink to be held pending in the system until dispute is resolved between Airline and Agent or 60-day period elapses and BSPLink automatically cancels the ADM. 	Reso 818g Attachment 'A', sub-paragraph 1.7.9
2.4.	Agent disputes ADM directly with the airline; airline does not flag ADM in BSPLink to show as 'disputed'; and Agent does not inform BSP of the dispute	BSPLink will automatically send ADM for billing upon lapse of 14-day latency period or 30-day latency period for Canada/Bermuda only.	Reso 818g Attachment 'A', sub-paragraph 1.7.9

14.5.4 Adjustment Procedures

BSPlink provides functionality to request adjustments through use of the online ACM Request or ADM Request option. Although the option is available to all agents, it is at the carrier's discretion whether to allow use of the online form.

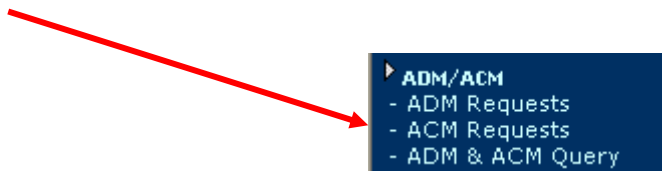
Airlines that choose not to allow adjustments online through BSPlink will provide their instructions policies and procedures to agents.

Where an agent disputes amounts on his Agent Billing Statement, the agent will issue an ACM Request or ADM Request in BSPlink and attach copies of the supporting documents. Following an investigation, the airline will either authorize or reject the request. Where the airline authorizes the request, the ACM or ADM will be processed in the current or next available billing period.

An ACM Request will result in an amount due to the agent. An ADM Request will result in an amount due to the airline. A separate request form must be used for each transaction.

14.5.4.1 BSPlink ACM/ADM Request

From the BSPlink ADM/ACM options menu select ACM Request or ADM Request.



Select ACM Request or ADM Request and insert the 3-character numeric airline code and click on submit.

Insert the Airline Code

Where an airline does not allow ACM/ADM Request the screen displays the following message

The airline has not authorised ACM Requests. Please contact the Airline.

Where the airline allows ACM/ADM Request the screen displays the currency. Click on Submit to continue.



Airline and agent codes and contact details auto-populate the information area of the ACM Request.

Agent must complete the following data:

- Date of ticket issue and passenger name on the related ticket
- Reason For Memo details - up to 20 lines x 45 characters
- Related Documents – number of related tickets included on the same ACM
- Related 13-digit ticket number and check digit
- Currency code defaults to local country currency
- Click on Issue or Refund to indicate if the ACM Request is related to a ticket issue error or a refund error.
Note: Issue is selected by default

Complete Calculation Area as follows:

- **ACM Request:** The total amount calculated by the airline should always be inferior to the total calculated by the agent
- **ADM Request:** The total amount calculated by the airline should always be superior to the total calculated by the agent.

Currency Code: CAD	<input checked="" type="radio"/> Issue <input type="radio"/> Refund				Stat <input type="checkbox"/> I <input type="checkbox"/> NR
	Fare	Tax	Commission	Tax on Commission	Total
Airline's Calculation	0.00	0.00	0.00	0.00	0.00
Agent's Calculation	0.00	0.00	0.00	0.00	0.00
Difference	0.00	0.00	0.00	0.00	0.00

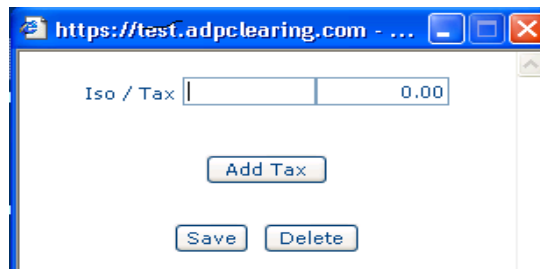
Note: Tax (if any) in the Tax column of the calculation area, must be broken down in the tax breakdown boxes at the bottom of the form with individual tax codes and amounts.

There are 7 tax boxes in the tax breakdown area. If more than 7 taxes are included in your calculation, **enter** the XT tax code and combined XT tax amount in the last tax box, and **click** the *Show XT* button.

Files can be attached to provide further information.

Fare	0.00
Commission	0.00
Tax on Commission	0.00
Iso / Tax	CA <input type="text"/> 8.64
Iso / Tax	XG <input type="text"/> 24.00
Iso / Tax	SQ <input type="text"/> 10.00
Iso / Tax	US <input type="text"/> 20.00
Iso / Tax	XY <input type="text"/> 8.00
Iso / Tax	XA <input type="text"/> 4.00
Iso / Tax	XT <input type="text"/> 12.00 <input type="button" value="Show XT"/>
DUE TO AN AGENT	68.00

In the new window, **enter** the ISO code and tax amount and **click** the Add Tax button to enter the next tax code and amount. When you finish completing the XT taxes, **click** the Save button in the dialog box.



The screenshot shows a browser window with the address bar containing "https://test.adpclearing.com". The main content area displays a form with the label "Iso / Tax" followed by two input fields. The second field contains the value "0.00". Below the input fields are three buttons: "Add Tax", "Save", and "Delete".

Attach related files to support your ACM Request. Click on **Attach File** to display the Browse box. Click on **Browse** to select the file you wish to attach and click on Open. Follow the same procedure to attach additional files.



The screenshot shows a dialog box with the title "Files can be attached to provide further information." Inside the dialog, there is a text input field followed by a "Browse..." button. Below these elements is an "Attach File" button.

To issue the ACM/ADM Request, click on the **ISSUE** button at the bottom of the screen.



The screenshot shows a horizontal bar at the bottom of the screen containing three buttons: "ISSUE", "ISSUE & SAVE TEMPLATE", and "CLEAR".



When the operation is successfully completed, the ACM/ADM number will appear on your screen. Click on "See Document" to view the ACM/ADM

ACM Nº 0085000002 has been issued.

>> [See document](#) <<

Query the progress of your request by clicking on ACM Request or ADM Request in the ADM & ACM Query screen

<input type="radio"/> ADM	<input type="radio"/> ADM Requests	<input type="radio"/> ADM/ACM by Number
<input type="radio"/> ACM	<input checked="" type="radio"/> ACM Requests	

- Pending ACM Requests
- Authorized ACM Requests
- Rejected ACM Requests
- ACM Requests per reporting period

Read Unread Cleaned Up

[Query Options](#)

Note: Should you require help when issuing an ACM Request or ADM Request please click on the BSPlink Help page.

14.5.5 Universal Credit Card Charge Form

A universal credit card charge form (UCCCF) is raised when issuing a standard traffic document against a credit card or under a credit scheme recognized by the BSP airline concerned. When payment is by credit card for ORIGINAL SALES of standard traffic documents OR ADDITIONAL COLLECTIONS ON TICKET EXCHANGE TRANSACTIONS issue a universal credit card charge form.

BSP Canada/Bermuda offers an electronic version of the UCCCF, available on our website at: http://www.iata.org/NR/rdonlyres/58A405E2-A542-463A-8824-869FEDD98F89/63331/CAme0000000_20080915_Memorandum699.pdf

14.5.6 BSPlink Refund Application (RA)

All the GDS' in Canada have implemented automated refund functionalities that can be used to refund electronic tickets & VMPDs. Optionally, BSPlink Enhanced users may issue a BSPlink Refund Application to process a refund that could not be completed through their GDS.

Important: GDS Automated Refunds are the preferred refund method unless otherwise instructed by the carrier.

BSPlink Refund Application is optional at the carrier level. It is at each carrier's discretion whether or not to activate Refund Application functionality.

Important Note: Refund Applications are requests for refunds. The carrier in question must approve your application in order for the refund to be included in the BSP billing process.

14.5.6.1 Completing a BSPlink Refund Application (RA)

- Select **RA Issue** from the Refund Application drop down menu.



About		RA ISSUE	
REFUND APPLICATION / AUTHORITY			
Date of Application: 080521		STAT: 1	Status:
TO: 000 IATA	FROM: 67-79999 2 TEST TRAVEL AGENCY		
Address: BROADWAY WINNIPEG R3C3N9 CANADA	Address: 1 ANY STREET ANYTOWN A1A 1A1 CANADA	Telephone: +1 204	Telephone: 416-233-3344
Fax: +1 204		Fax: 416-233-4455	Fax: 416-233-4455
AIRLINE VAT No.: GST/HST000QST00	AGENT VAT No.: GST1234567890		
AIRLINE CONTACT:	AGENT CONTACT: Mary Smith		
Email:	Email: mary@testtravel.ca		
Phone/Fax: +1 204	Phone/Fax: 416-233-3344 ext 3457		
PASSENGER NAME: Test/John Mr			
Passenger Details:			
REASON FOR REFUND:			
Refund as per BSP Canada Memorandum 636 re Exchange with Refund procedures for negative taxes.			

1. Enter the 3- character **Airline numeric code**. The airline's name, address, GST/HST registration number and contact details will be auto-populated.
2. Tab to Agent Contact area and complete these fields. Your IATA number, agency name, address, telephone, fax number and GST/HST number will be auto-populated.
3. Tab to **Passenger Name** and enter the name.
4. Tab to **Reason for Refund** and enter the details. This free-flow area allows up to 10 lines, with 45 characters per line.

<ul style="list-style-type: none"> REFUND APPLICATIONS - RA Issue - RA Query - RA Query By Reporting - RA Issue Pending Auth - RA Supervise - RA Airline Permission REFUND NOTICES ADP/ACM VIRTUAL MPD SALES TRANSMITTAL OTHER SERVICES FILES BSPLINK AGENT GROUPS GENERAL QUERIES DOCUMENT QUERIES LOG IN AND PASSWORD LOG IN AS ANY USER 	DOCUMENTS For REFUND: Document Enquiry				ORIGINAL ISSUE DETAILS:																
	Airline	Form and Serial No.	Cpns	Date of Issue (YYMMDD)	Waiver Code	Airline Serial No	000 1661345666														
	000	1661345666	1 <input checked="" type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input checked="" type="checkbox"/> 4 <input type="checkbox"/>	080310		Issuing Agent:	67 -79999 -2														
	CND		1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>			Date (dd/mm/yyyy):	10/03/2008														
		1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>			Place (city code):	YMQ															
		1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>			<table border="1"> <thead> <tr> <th>Card Type</th> <th>Credit Card Number</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td>0.00</td> </tr> <tr> <td colspan="2" style="text-align: right;">Sub total credit:</td> <td>0.00</td> </tr> <tr> <td colspan="2" style="text-align: right;">TOTAL Cash & Credit:</td> <td>0.00</td> </tr> </tbody> </table>		Card Type	Credit Card Number	Amount			0.00			0.00	Sub total credit:		0.00	TOTAL Cash & Credit:		0.00
Card Type	Credit Card Number	Amount																			
		0.00																			
		0.00																			
Sub total credit:		0.00																			
TOTAL Cash & Credit:		0.00																			
		1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>																			
FORM OF PAYMENT																					
Cash: <input checked="" type="checkbox"/>																					
CC: <input type="checkbox"/>																					
Cash Amount: 562.75																					

5. Tab to **Documents for Refund**. Enter the airline's 3-character numeric code, the Primary Ticket form and serial number, and select the coupons to be refunded. Insert the **Date of Issue**, and if applicable, a **Waiver Code**. If applicable, add any conjunction ticket numbers and coupons to be refunded.

Note: The link **Document Enquiry** allows the user to query the document to be refunded. To return to the Refund Application screen, click the **Back to Refund Issue Form**.

6. Tab to **Original Issue Details** and complete the details.
7. Tab to **Form of Payment** box and select the applicable form of payment type(s). For documents paid by credit card, enter the **Card Type**, **Credit Card Number** and credit payment **Amount**. If the form of payment was cash enter only the total **Cash Amount** (fare and taxes). If the refunded document was paid by both cash and credit card, complete both the cash and credit card sections. The **Sub total credit** and **Total Cash & Credit** amounts are auto-populated.
8. Select **Partial Refund** only if some of the coupons are being refunded.
9. If applicable, select **Electronic Ticket**.

- RA Supervise
- RA Airline Permission
- REFUND NOTICES
- ADM/ACM
- VIRTUAL MPD
- SALES TRANSMITTAL
- OTHER SERVICES
- FILES
- BSPLINK AGENT GROUPS
- GENERAL QUERIES
- DOCUMENT QUERIES
- LOGIN AND PASSWORD
- LOG IN AS ANY USER
- SUB-USERS MANAGEMENT
- ADD AGENT GROUP
- EMAIL ALERT
- ADDRESS MAINTENANCE

FORM OF PAYMENT		Card Type	Credit Card Number	Amount
Cash:	<input checked="" type="checkbox"/>	CA	552822000062089	200.00
CC:	<input checked="" type="checkbox"/>			0.00
Cash Amount:				362.75
		Sub total credit:		200.00
		TOTAL Cash & Credit:		562.75

Partial Refund:	<input type="checkbox"/>	Electronic Ticket:	<input checked="" type="checkbox"/>	TOUR CODE:	
Customer Ref:			Electronic Ticket Auth Code:		
CURR Code:	CAD				

GRASS FARE		500.00
Less Gross Fare Used		0.00
Total Gross Fare Refunded		0.00
Commission	Comm % <input type="checkbox"/>	0.00 %
Tax	XG	25.75
Tax	SQ	15.00
Tax	AY	2.00
Tax	XY	8.00
Tax	US	8.00
Tax	XF	4.00
Tax	XT Tax Detail	0.00
Cancellation Penalty	CP	130.00
REFUND TO PASSENGER		432.75

10. Tab to **Gross Fare** and enter the total base fare amount.

11. **Less Gross Fare Used** may only be completed if **Partial Refund** is selected. Enter the amount of the fare used.

12. Tab to the **Tax** boxes and enter the applicable tax codes and refunded amounts.

Note: There are seven tax boxes. If there are more than seven taxes to be refunded, in the last tax box enter the code XT and the total XT amount. The XT Tax Detail box will be activated. Click on it to begin entering each tax included in the total XT tax amount.

13. Tab and click on **ISSUE** to process the refund application.

Important Note: For further information, you may also download the Refund Application Manual For Agents from the BSPlink home page by clicking on the Download Centre tab.

14.6 BSP BILLING REPORTS – OUTPUT

14.6.1 General

IATA provides Agents with a range of BSP Reports for each weekly billing period. The reports are provided in electronic form via BSPlink. The BSP report is a final remittance statement and will as such differ from the reports produced by the Agents own back office systems and Ticketing System Provider reports. The reason for those differences is that BSP reports will include data from all parties in the market not only from the Agents themselves. Some data entered by the Agents may be rejected during BSP process; some data provided by other parties may affect Agent's remittance (for instance ADM and ACM from the Airlines).

Because the BSP reports are considered as supporting accounting documentation it is important that Agents save their BSP reports for the time prescribed in the local legislation. The reports are available online on BSPlink for a period of 2 months.

Reports are provided in .pdf format and are compressed. Agents are required to have appropriate software (e.g. Acrobat Reader and a WinZip program). Reports may also be provided in ASCII (text) file version on a request basis only.

14.6.2 BSP Reports available

Agent Output – Basic Package

For you to easily see which standard reports 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	Weekly	Monthly	Annual
BSP Agent Billing Statement and Analysis	X		
BSP Agent Debit Advice	X		
Agent TAX Summary Report	X		
Agent Remittance Notice	X		
Travel Agent Marketing Report		X	
Agent Annual Sales Volumes & STD Usage (Domestic)		X	X
Agent Annual Sales Volumes & STD Usage (International)		X	
Agent Financial Year Summary (Domestic)		X	X
Agent Financial Year Summary (International)		X	

14.6.3 List of BSP Reports with descriptions

Below are descriptions of BSP reports sent to Agents. Please note that the File Name will reflect the month and period e.g., RPAGSTM_C_ 6770000_0102 is for January period 2.

**BSP Agent
Billing
Statement and
Analysis**

This Agent Statement provides a summary of all sales for billing period, followed by a Breakdown of Agent Sales per Airline and followed by a list of ALL transactions billed to the Agent for the specified Billing Period. The transactions are sorted by the four main “groups”, being ISSUES, ADM, ACM and REFUNDS.

More information: Transaction Columns (starting at left)

- “Document number” listed by type (e.g. ISSUES)
- Date of Issue
- Coupon Usage Indicator “**CPUI**” (F=flown, V= Void)
- “Transaction” lists document Total for Cash/Credit sale
- “Tax” lists all ticket taxes & applicable tax codes for Cash/Credit sale
- “Standard Commission” lists commission rate & amount
- “Supplement” lists supplementary commission amount
- “STAT” lists itinerary type indicator (I = International, D = Domestic) followed by Itinerary & Purpose of travel codes, e.g. 91 = Travel wholly in Canada 1 = Business travel.
- **Note: STAT indicator based on agent entries**
- “Tax on Commission”
- “Balance Payable” amount due by/amount due to Agent
- “Comments” indicates ticket & transaction type, credit card number and exchange ticket number & check Digit,
- Tour code & ADM related document numbers

Note: Total amounts per tax type can be found in “Agent Tax Type Summary Report”.

Frequency:	Weekly
Media:	Delivered in BSPlink
Format:	PDF
File name:	RPAGSTM (see description above)
Price:	Standard – free of charge.

BSP Agent Debit Advice This report is a notice from BSP of administrative charges billed. The Agent Debit Advice was previously used to list Excess Void Charges. As required, BSP may use this report to detail any future administrative charges included in the billing.

Frequency:	Weekly
Media:	Delivered in BSPlink
Format:	PDF
File name:	RPAGTADM
Price:	Standard – free of charge

**Agent TAX Type
Summary Report**

This report provides a summary of the tax types for each Agent, giving totals for each tax type and broken down into cash and credit, Issues, Refunds, ACMs and ADMs.

Frequency: Weekly
 Media: Delivered in BSPlink
 Format: PDF
 File name: RPAGTAX1
 Price: Standard – free of charge.

Agent Remittance Notice

This is an Agent Remittance Notice produced after billing reconciliation. It advises the amount due to or by the Agent and the account details from which the remittance will be debited/credited.

Frequency: Weekly
 Media: Delivered in BSPlink
 Format: PDF
 File name: RPAGTRMT
 Price: Standard – free of charge

**Agent Group - Agent
Detail**

This is an Agent Group detail report of all sales for billing period followed by a list of ALL transactions billed to the Agents in the Agent Group.

Frequency: Weekly
 Media: Delivered in BSPlink
 Format: ASCII
 File name: ASCAGTBD
 Price: On Request – free of charge

**Agent Group - Agent
Summary**

This is an Agent Group summary report of all sales per Airline per billing period to the Agents in the Agent Group.

Frequency: Weekly
 Media: Delivered in BSPlink
 Format: ASCII
 File name: ASCAGTBS
 Price: On Request – free of charge



Agent Group – Agent HOT

This is an Agent Group HOT detail report of all ALL transactions per billing period billed to the Agents in the Agent Group.

Frequency: Weekly
Media: Delivered in BSPLink
Format: HOT (Hand Off Tape)
File name: AGENTHOT
Price: On Request – free of charge

Agent Financial Year Summary (Domestic)

This report shows the breakdown of Domestic Sales of each Agent for each month within a Financial Year. The Net Payable Balance to All Airlines and a total line of Year To Date amount are included in the report.

More Information

- **Gross Cash Issues** = Total of Fare Amount charged by Agent in Cash - Total of Tax On Commission (where document type Issues & ADMs)
- **Gross Credit Issues** = Total of Fare Amount charged by Agent by credit card (where document type Issues)
- **Commission Issues** = Total Effective Commission (where document type Issues & ADMs).
- **Gross ADMs** = Total of Cash Issues - Total of Tax on Commission (where document type ADM)
- **Commission ADMs** = Total of Effective Commission (where document type ADM)
- **Gross ACMs** = Total of Cash Issue - Total of Tax on Commission amount (where document type ACM)
- **Commission ACMs** = Total of Effective Commission (where document type ACM)
- **Gross Refunds** = Total of Cash Issues + Total of Credit Issues - Total of Tax on Commission (where document type Refunds & ACM)
- **Commission Refunds** = Total of Effective Commission (where document type Refunds & ACM)
- **Total Commission** = Total Commission Issues - Total Commission Issues - Total Commission Refunds
- **Payable to Airline** = Total of Balance Payable.

Frequency: Monthly
Media: Delivered in BSPLink
Format: PDF
File name: STAGFIYR_D
Price: Standard – free of charge

**Agent Financial Year
Summary (International)**

This report shows the breakdown of International Sales of each Agent for each month within a Financial Year. The Net Payable Balance to All Airlines and a total line of Year To Date amount are included in the report.

More Information

- **Gross Cash Issue** = Total of Fare Amount charged by Agent in Cash - Total of Tax on Commission (where document type Issues & ADMs).
- **Gross Credit Issue** = Total of Fare Amount charged by Agent by credit card (where document type Issues).
- **Commission Issues** = Total Effective Commission (where document type Issues & ADMs).
- **Gross ADMs** = Total of Cash Issues - Total of Tax on Commission (where document type ADM)
- **Commission ADMs** = Total of Effective Commission (where document type ADM)
- **Gross ACMs** = Total of Cash Issue - Total of Tax on Commission amount (where document type ACM)
- **Commission ACMs** = Total of Effective Commission (where document type ACM)
- **Gross Refunds** = Total of Cash Issues + Total of Credit Issues - Total of Tax on Commission (where document type Refunds & ACM)
- **Commission Refunds** = Total of Effective Commission (where document type Refunds & ACM)
- **Total Commission** = Total Commission Issues - Total Commission Refunds
- **Payable to Airline** = Total of Balance Payable.

Frequency: Monthly
 Media: Delivered in BSPlink
 Format: PDF
 File name: STAGFIYR_C
 Price: Standard – free of charge

**Travel Agent Marketing
Report**

This is an analysis of Airline Sales that lists the sales, number of transactions and average unit price for each month, and total year to date per each Airline for this year compared to the previous year.

Frequency: Monthly
 Media: Delivered in BSPlink
 Format: PDF
 File name: STAGMRKT
 Price: Standard – free of charge

**Agent Annual Sales Volumes
And STD Usage (International)**

This report shows the Agent's Gross and Net International Sales for all Airlines throughout the calendar year. It also shows the number of transactions and the percentage of the gross sales between that Agent and Airline across the whole BSP for the month.

- **Gross Total** = Total Transaction Cash + Total Transaction Credit.
- **International Gross Value Issued** = Gross Total (where Agent and Airline International/Domestic Indicator = 'I')
- **International Net Value Issued** = Gross Total – Total Commission (where Agent and Airline International/Domestic Indicator = 'I').
- **Total Number issued** = Total of STD issued (where document type 10 - Issues & 20 - ADMs)
- **% Gross BSP Sales** = (Gross International + Gross Domestic) / Sum of Gross of Airline from all Agents x 100

Frequency: Monthly
Media: Delivered in BSPlink
Format: PDF
File name: STAGSAVU_C
Price: Standard – free of charge

**Agent Annual Sales Volumes
And STD Usage (Domestic)**

This report shows the Agent's Gross and Net Domestic Sales for all Airlines throughout the calendar year. It also shows the number of transactions and the percentage of the gross sales between that Agent and Airline across the whole BSP for the month.

- **Gross Total** = Total Transaction Cash + Total Transaction Credit.
- **Domestic Gross Value Issued** = Gross Total (where Agent and Airline International/Domestic Indicator = 'D')
- **Domestic Net Value Issued** = Gross Total – Total Commission (where Agent and Airline International/Domestic Indicator = 'D').
- **Total Number issued** = Total of STD issued (where document type 10 - Issues & 20 - ADMs)
- **% Gross BSP Sales** = (Gross International + Gross Domestic) / Sum of Gross of Airline from all Agents x 100

Frequency: Monthly
Media: Delivered in BSPlink
Format: PDF
File name: STAGSAVU_D

14.7 REMITTANCE PROCEDURES

14.7.1 General

All BSP Canada Accredited Agents must enter into a Passenger Sales Agency (PSA) Agreement with IATA. Section 2 of the PSA Agreement provides that the terms and conditions governing the relationship between the Carriers and each Agent are contained in the Travel Agent's Handbook published from time to time by IATA.

The Passenger Agency Conference (PACONF) Resolutions contained in the Travel Agent's Handbook provide that the Accredited Agents may issue Standard Traffic Documents (and other accountable forms) on behalf of participating Carriers, provided they account for, and settle, the related sale proceeds with IATA.

14.7.1.1 Payment Authorization

Pursuant to the applicable (PACONF) Resolutions the Accredited Agents may be required to provide an authorisation form permitting the Clearing Bank to draw cheques on, or debit, the Agent's trust account or other bank account ("Designated Account") in favour of IATA, in payment of all amounts due to the BSP Carriers.

The applicable (PACONF) Resolutions also provide that Accredited Agents desiring to settle with IATA through automated debits shall enter into an agreement providing for pre-authorised debits to be drawn from their designated account ("Payor Authorisation Agreement"), such Payor Authorisation Agreement to be substantially in the form as may be prescribed from time to time by ISS Management.

The Agent shall warrant and guarantee in the Payor Authorization Agreement that all persons whose signatures are required to sign on the Designated Account have duly authorized or executed the Agreement.

Please note that any Agent who does not return the debit authorization duly signed to IATA before the stipulated date is deemed to have executed the Payor Authorization Agreement and is bound by it. However, Agents may opt out at any time of the Agreement, on 21-day prior written notice to BSP Canada (certain additional conditions apply to their remittances).

14.7.1.2 Notification Date (Agent/Airline Billing Dispatch to BSPlink)

IATA produces and posts an Agent Billing Report to the BSPlink website in respect of each Agent. The Agent Billing Report is posted on each corresponding "Notification Date". One component of the Agent Billing Report is the Agent Billing Statement and Analysis. This statement identifies the amount due from/to the Agent, which is to be settled by means of Direct Debit (under reserve of Section 14.7.1.3 and 14.7.1.4 below) with the Clearing Bank on the corresponding Settlement Dates.

It is each Agent's sole and exclusive responsibility to access, obtain, review and, if applicable dispute, the Agent Billing Report, within the set time limit. Unless the Agent Billing Report has been so disputed. (in which case the notice mentioned in Section 14.7.1.3 below must have been given within the set time limit), IATA will automatically process a Payment Debit in the Agent's designated account which will be in the exact same amount as identified in the Agent Billing Report.

14.7.1.3 Temporary Withdrawal of Payment Authorization

The Agent has the right to withdraw its payment authorization in respect of any given Settlement Date, in the circumstances and under the conditions listed below:

1. Written notice of the withdrawal has to be given to IATA by fax or e-mail before 11:59 AM in the time zone of the Agent's main place of business two business days prior to the Settlement date.
2. A withdrawal under the present Section can only be made for the following reasons:
 - The Agent is of the view that there exists a technical mistake on the Billing Report, and such alleged mistake will be disputed by the Agent; or
 - An ADM which forms part of the Billing Report had been disputed during the disputing period under Resolutions 818g Attachment 'A' and 850m by the Agent and no agreement providing for the inclusion of this ADM in the billing has been reached between the Carrier and the Agent.

A Special withdrawal can also be made if the Agent satisfies ISS Management that special circumstances warrant such withdrawal.

IMPORTANT: Despite any withdrawal, to avoid default action by IATA, in all cases the Agent has to remit the undisputed portion of the settlement owing to IATA at its own costs by a wire transfer, or through another mean acceptable to ISS Management, provided that the effective value date corresponds to the appropriate Settlement Date. Any withdrawal is temporary and valid for only one Settlement Date, and the debit authorisation herein is deemed reinstated and valid for the next Settlement Dates.

14.7.1.4 Revocation of the Payment Authorization

The Agent shall have the right at any time to revoke its Payment Authorization in the circumstances and under the conditions listed below:

- Written notice of the withdrawal has to be given to IATA by fax or e-mail at least twenty-one (21) days before the Settlement Date where the revocation is set to come into force.
- Prior to the coming into force of the revocation of the Payment Authorization, the Agent shall execute a letter of undertaking to settle with IATA, by wire transfer only and at the Agent's costs, any amounts owing under the PSA Agreement (as specified in the Billing Reports), at the latest on each Settlement Date and open or maintain a trust account (the "Remittance Trust Account"), for the exclusive purpose of depositing any and all amounts due to IATA herein.

Upon the coming into force of the revocation of the debit authorisation, the Agent shall thereafter deposit in the Remittance Trust Account any and all amounts due to IATA as soon as they are collected. Any change in the Remittance Trust Account shall be notified in writing to BSP Canada at least twenty-one (21) days in advance.

The revocation of the debit authorisation herein does not cancel or otherwise affect the Agent's obligations under the PSA Agreement and in particular, its obligation to account for, and settle, the amounts owing as per the applicable Agent Billing Reports, in strict conformity with the BSP Calendar, and consequently, to avoid default action by IATA, upon the coming into force of the revocation of the debit authorisation, the Agent shall thereafter remit all settlements owing to IATA by wire transfers, at its own costs, with a value date for each corresponding Settlement Date.

For greater certainty, revocation of the debit authorisation does not terminate any other obligations that exist between the Agent and IATA. The debit authorisation applies only to the method of payment of the amounts due by the Agent to IATA and evidenced on the Agent Billing Reports, and does not have any bearing on the obligations owed by the Agent to IATA in respect of any contract for goods or services exchanged.

14.7.1.5 Change of Agent's BSP Bank Account

Should it become necessary to change the bank account on which the BSP debit/cheque is drawn, BSP Canada Plan Management must receive twenty-one (21) days advance notice in writing, along with ONE (1) VOIDED CHEQUE or, if not yet available, an MICR ENCODING SLIP from the new bank account. (Please refer to illustration of calendar month below).

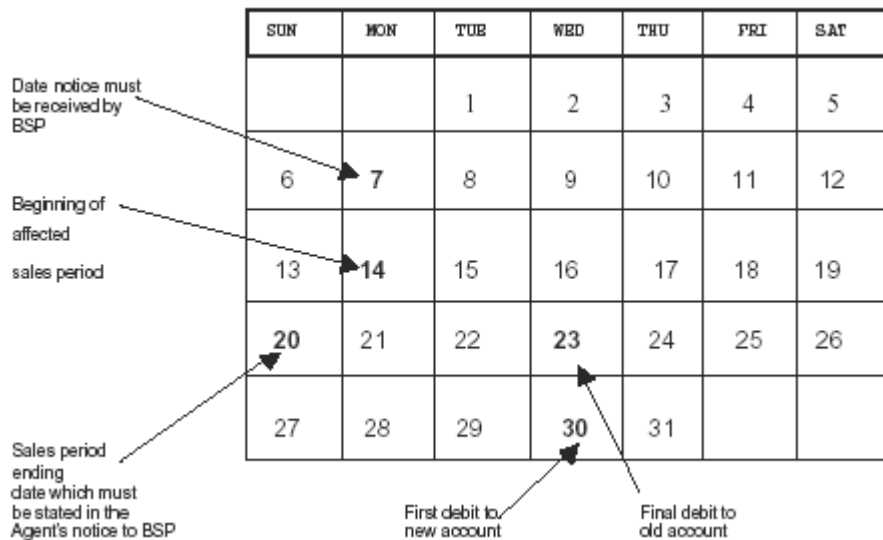
Your written notification MUST include the following information:

- Agency code number (8 digits)
- Agency name and address
- Agency telephone number
- Additional branch locations to be included in the change (identified by agency code number, name & address)
- Name and address of bank for NEW account
- Effective period ending date for NEW account. The first debit to the new account will be 10 days following this report period ending date, (refer to the BSP Canada/Bermuda calendar of settlement dates on the Canada/Bermuda country web page)
- Is this change a result of a change of ownership?

IMPORTANT:

- Remember to include (1) voided cheque, or, if not yet available, include an MICR encoding slip from the new bank account.
- Be sure to include the agency code number(s), name(s), and addresses of each agency location involved in the change.
- Do not start using the new account for BSP debits/cheques until you receive written confirmation from BSP Canada.
- Send your letter and sample cheque by registered or certified mail to:

**IATA - BSP Canada
800 Place Victoria
P.O. Box 113
Montreal, Quebec
H4Z 1M1**



14.7.2 Remittance Date

The Remittance date i.e. the date when the money is due to IATA is published in the Calendar of Settlement Dates. Except under the circumstances and conditions as listed in paragraph 14.7.1.3, all remittances must be settled in full on the remittance date. Failure to do this could result in default procedures being applied.

14.7.3 Method of Remittance/Direct Debiting

Remittance is made through direct debit of Agent's bank account and is credited to Airline's bank account on the same day. The amount to be settled is shown on the Agent Remittance Notice that is part of the weekly Agent Billing Reports available through BSPlink. The Direct Debit is based on the signed Payor Authorization Agreement provided by each agent.

14.7.4 Reporting Errors and Missing Remittance Notice

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

- Notify IATA that the Agent 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 the agency's sales for the referred period, or due to the 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.

14.7.5 Post-Settlement Errors discovered by the Agent

If an Agent discovers a billing error after the remittance date, the Agent is to complete a BSPlink ACM or ADM Request and attach the necessary supporting documents for airline review. In cases where the carrier concerned has not activated BSPlink ADM or ACM requests, the Agent will report the error directly to the carrier, and proceed according to the airline's instructions. Please refer to section 14.5.4 regarding the completion of ADM/ACM Requests.

Where the BSP Airline agrees with the Agent's adjustment request, an ADM or an ACM is raised for the amount over- or under remitted.

14.7.6 Post-Settlement Errors discovered by the BSP Airline

Where a BSP Airline discovers errors, they will correct the errors by sending an ADM or ACM to the agent. In some cases when the BSP Airline detects unreported documents, it may require IATA to issue a notice of Irregularity, based on Resolution 818g Attachment 'A'. The Airline will notify the Agent in writing of such discrepancy with a copy to IATA who will then take appropriate action.

14.7.7 Post Settlement Errors Discovered by IATA

If IATA detects unreported documents, they will inform the Agent in question in writing and request the referred amount to be settled immediately. If the Agent fails to comply with this requirement, IATA will, with support of Resolution 818g Attachment 'A', issue a notice of Irregularity and proceed if necessary with Default Actions.

14.7.8. Net Remittance

BSP Canada/Bermuda presently do not have a Net Remittance scheme. At this time the "IT Ticketing" and "Commission Adjustment" methods are used for Net Fare Ticketing. Net fare ticketing 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 the Agent authorizing the Agent to sell IT Net fare STDs, the Airline provides the Agent with explicit instructions and codes (e.g. Tour code, Commercial Agreement Reference).

14.8 SANCTIONS 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 Interest and Clearing Bank Charges

14.8.1.1 Returned Debit Procedure

Upon receipt of advice that a debit has been returned, Plan Management, acting either directly or through an intermediary duly authorized in writing to act on BSP Canada's behalf, will obtain immediate payment in replacement of the returned debit. Upon receiving such notification of a returned debit, Plan Management must initiate irregularity/default action in accordance with the requirements of the Passenger Sales Agency Rules. These rules are detailed in Resolution 818g, Attachment 'A', Section 1, Subparagraph 1.7.2.

NOTE: *A charge, as determined annually by the Passenger Agency Conference, is assessed for each BSP dishonoured debit and shall be included with the settlement amount due by the agent. (Refer to, Resolution 818g Attachment 'A', Section 1, Subparagraph 1.7.2(c)).*

14.8.2 Sanctions

The BSP Manager carries out, when necessary, certain functions prescribed in the IATA Passenger Sales Agency Rules in respect of irregularities and default action against agents.

Agents may refer to their Travel Agent's Handbook for a copy of the applicable rules concerning overdue remittance, notice of irregularity, default action, reinstatement (Resolution 818g Attachment 'A').

14.9 CREDIT CARD SALES

14.9.1 Issues Against Credit Card - 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.

The Agent must ensure the following:

- 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?
 - VI – Visa
 - CA – Master Card (including Eurocard)
 - DC – Diners Club
 - AX – American Express Card
 - TP – Airlines' own UATP cards (ATCAN)

When payment is by credit card, ensure that all the necessary security precautions are carried out prior to handing over the ticket. Measures include the following:

- Signature verification
- Verification of the validity/expiration date of the credit card
- Obtain an Approval Code for each transaction and enter it on the assigned spaced on the UCCCF and into the GDS format
- Completion of a credit card charge form
- Check that the issuing airline honours the credit card presented

Important Note: Please refer to Resolution 890 of the Travel Agent Handbook.

CAUTION: *Obtaining an approval code does not remove the agent's responsibility for obtaining the actual signature of the cardholder. Without the cardholder's signature, the agent will be held liable in the event of non-payment by the cardholder or subscriber.*

NOTE: Once a transaction has been issued against a credit card it cannot be converted to a cash sale through the BSP system.

A universal credit card charge form (UCCCF) is raised when issuing a standard traffic document against a credit card or under a credit scheme recognized by the BSP airline concerned.

When payment is by credit card for standard traffic documents, validate and issue a universal credit card charge form. Whenever possible, validate the credit card charge form with the customer's credit card .

When a credit card form is issued for a VMPD used as a PTA, the service charge "XP", if any, shall be included in the fare box of the charge form.

Issue a separate credit card charge form for each STD or each set (PRI/CONJ) of conjunction tickets.

The total on the charge form(s), completed and retained for the agency files, must equal the "TOTAL" of the standard traffic document, or for a ticket exchange, the total additional collection by credit card.

Other miscellaneous credit transactions such as government warrants, or airline's own credit plans are handled in the same manner. A credit card charge form must be prepared to cover the value of the credit paper. The serial number of the credit paper WITH A PREFIX COMPRISED OF THE AIRLINE'S TWO DIGIT ALPHA CODE FOLLOWED BY THE DIGIT 9 AND FOLLOWED BY THE AIRLINE'S 3 DIGIT NUMERIC CODE (e.g. AC9014 for an Air Canada transaction) is to be used as a credit card number for both the "FORM OF PAYMENT" entry on the standard traffic document and on the credit card charge form itself.

CAUTION: *It is necessary to enter the correct credit card company two-letter designator, i.e. AX, DC, VI, CA, TP, etc. in the Form of Payment box. Refer to the "FORM OF PAYMENT" box instructions in your IATA Ticketing Handbook for a current listing of these codes.*


*If the credit card number is **incorrect**, the credit sale will **not** be invoiced. As a result the Airline will issue an ADM to the Agent.*

A credit card company may reject a charge. If the charge form does not bear the actual signature of the cardholder and/or the actual imprint of the credit card, the agent will be held liable in the event of non-payment by the cardholder or subscriber.

14.9.1.1 Universal Credit Card Charge Form

BSP Canada/Bermuda provides an electronic version of the Universal Credit Card Charge Form. The charge form is available as a PDF form that can be completed online using Adobe Acrobat Reader, or printed and completed manually.

- Agents must ensure to print the credit card charge form and obtain the cardholder's signature.

CREDIT CARD CHARGE FORM		 IATA	Agency Name:
Keep a copy of this document for your records			IATA Code:
Airline Code:	Ticket Number:		
Passenger Name:			
Payment Details			
1- Visa <input type="checkbox"/> 2- MasterCard <input type="checkbox"/> 3- American Express <input type="checkbox"/> 4- Diners <input type="checkbox"/> 5- UATP <input type="checkbox"/>			
Credit Card Number:		Expiry Date (MMYY):	
Authorized Amount CAD:		Approval Code:	
I acknowledge receipt of ticket(s) and/or purchase of transportation related services and/or goods for the charges described hereon. I am aware of applicable restrictions and/or penalties associated with this purchase.			
Cardholder Name:		Signature	
Date (DDMMYYYY):			
			Imprint credit card here

At BSP Canada/Bermuda's request, Amadeus, Worldspan and Galileo have reinstated the Electronic Ticket Credit Card Charge Form. Issued directly by the GDS at the time of ticket issuance, the Electronic Ticket CCCF provides an alternative to the PDF form, and is available as part of the ET coupon print routine on an optional basis. Agents should contact their GDS helpdesk for further information.

- When using the Electronic Ticket CCCF, ensure to obtain the cardholder's signature.
- Retain any Credit Card Charge Forms in your office along with your agent coupon. This applies regardless of which credit card is being used.

Note: Should an airline require a copy of the charge form, kindly fax a copy to the concerned airline within twenty-four (24) hours of the request in order to ensure the expedient resolution of a problem of your mutual client.

14.9.1.2 Electronic Credit Card Billing Process

14.9.1.2.1 Use of GDS Ticketing Data For Credit Card Sale Processing

The GDS' along with BSPlink electronically transmit a daily ticketing data file to the BSP processing system. Under the electronic credit card billing process, the ticketing data files include the daily credit card invoicing information for the following transactions:

- Electronic tickets (ETs) and Virtual Miscellaneous Charges Orders (VMCOs)
- Virtual Multi-Purpose Documents (VMPDs)
- Automated refunds completed using the GDS Automated Refund functionality
- BSPlink Refund Applications (RAs) approved by the issuing carriers
- Automated Additional Collection Ticket Exchanges
- Travel Agent Service Fees (TASF)

This enables BSP Canada to validate and transmit the billing information to the credit card companies to invoice/refund the cardholder on behalf of the ticketing airline the day after the transaction is issued.

For such transactions issued on Friday, Saturday and Sunday, the billing data for those days are transmitted on the following Monday morning.

If no further action is taken regarding the transaction, the cardholder's account is billed/credited for the transaction two business days following the ticket issue or automated refund. In simple terms, the transaction is posted to the cardholder's account and debited/credited for the applicable amount.

Note 1: Credit card refunds that are not processed using the GDS' automated refund systems, do not qualify as electronic credit card refund transactions.

Note 2: Additional collection ticket exchanges that are not processed using the GDS' automated exchange system do not qualify as electronic credit card transactions.

14.9.1.2.2 Tickets Requiring Voiding After Issuance

Please refer to Paragraph 14.4.8.1 for voiding procedures.

14.9.1.2.3 Credit Card Approval Codes and Authorization Process

When a GDS generates an eticket and the form of payment is a credit card, the GDS queries the credit card company's database and a credit card approval code is system generated. In most cases, where credit limits are part of the process, the amount of the transaction is deducted from the cardholder's available credit limit.

Once a transaction is voided using the GDS same day voiding procedures, (14.4.8.1), there is no automatic reversal to the credit limit of the cardholder, as the electronic credit card billing process and the approval process are not linked in any way. The credit limit of the cardholder will not be restored through use of the GDS voiding entry. In order to restore the credit limit, contact the credit card vendor.

When a ticket is issued to replace a previously voided ticket, and where the travel agent may not have contacted the credit card company to restore credit limit for the voided transaction, the travel agent is advised to use the same credit card approval code for the replacement transaction.

NOTE: All GDSs have ticketing stream entries to use a previously obtained approval code when driving a replacement ticket transaction. Please contact your GDS help desk for assistance if you are unfamiliar with this entry.

14.9.1.2.4 Automated Exchange Transactions

When an automated ticket exchange transaction is issued entirely within the GDS' automated ticket exchange system, the transaction is eligible transaction for electronic credit card billing purposes and a credit card billing record is created.

In certain rare cases, travel agents not familiar with the GDS exchange ticket process may generate a new eticket (as an original sale) and create the exchange outside the GDS, after the fact. Such a transaction is not recognised by the GDS or BSP as an exchange. If the form of payment for the new ticket is a credit card, this renders the transaction eligible for electronic credit card billing. Accordingly, the cardholder will be billed the full value of the new ticket, rather than the correct exchange value.

It is therefore extremely important that all exchange transactions be done entirely within the GDS as a GDS recognised exchange transaction to avoid incorrect billings to a cardholder's account.

14.9.2 Ticket Entry on Credit Card Sales

When accepting a credit card sale on behalf of an Airline, Agents must ensure that they use the applicable format for entering a Credit Card Form of Payment, as instructed by their Ticketing System Provider.

- Agents should consult their GDS for the specific format.

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, web bookings, mail order or against signature on file.

These sales are accepted at the risk of the Agent. Any charges with respect to 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 Airline's instructions regarding credit card sales, the Airline may invoice the Agent for such loss. (In normal cases, an ADM will be issued by the Airline.)

Note: Please refer to Resolution 890 of the Travel Agent Handbook.

14.9.5 Passenger's Signature

All Tickets issued against Credit Card require approval by the Cardholder. This is expressed by the cardholder's signature.

14.9.6 Reporting of Credit Card Sales by IATA/BSP

All Credit Card Sales are reported on the BSP Billing Statement and Analysis under separate columns (Credit Card Fare & Credit Card Tax Amounts). The commission amount is credited to the Agent in cash, and as such is deducted from the total balance payable by the Agent on the remittance day.

14.10 REFUNDS

14.10.1 General

Refunds on tickets issued and reported by the agent are permissible **only if the airline's tariff permits refund of the amount paid**. An Agent is only permitted to issue 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.

- Agents should refund documents through their GDS' automated refund functionalities.

The original form of payment on the ticket must always be the same on the refund.

- For credit card transactions, refunds must be issued to the SAME credit card used on the original sale.

In all cases where prior permission to affect 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.

IMPORTANT: The following refund transactions must in all cases be referred directly to the airline concerned: (Please refer to paragraph 14.10.2.4 for refund of split payment)

- Fare Adjustments
- Change in class of service at departure point.
- You are unable to accurately calculate the amount to be refunded.

14.10.2 GDS Automated Refunds

All the GDS' in BSP Canada/Bermuda have implemented fully automated refund solutions for all standard traffic document types issued by all BSP participating carriers. DO NOT submit any refunds to BSP Canada for manual processing.

Each of the GDS' offer automated refund systems for qualifying tickets. In order to further automate the refund process, the GDS' also provide a Manual Refund Mask for **non-qualifying auto-refund transactions**. Agents may use this mask to refund all other standard traffic documents, including VMPDs.

Refunds completed using the GDS manual refund mask will be electronically transmitted to the BSP processing system like an automated refund. No manual submission to BSP Canada is required.

- Please contact your GDS for specific instructions, GDS commands and training.

14.10.2.1 Full Refund Prior To Transmission to BSP

Where a passenger requests a full refund on a standard traffic document issued by that agent but which has not yet been reported electronically to BSP, the document may be same day voided in the GDS or BSPlink. **Refer to Paragraph 14.4.8.1 for Voiding Procedures.**

PTA Refund: Under no circumstances is a PTA (VMPD) to be voided once the VMPD number has been submitted to the airline. It must be reported as a normal sale and then refunded.

14.10.2.2 Refund of Non-BSP Airline Documents

Should a ticket, previously issued by the agent, be reissued by a Non-BSP airline and subsequently presented for refund, the agent must advise the passenger to address his claim to the reissuing carrier.

14.10.2.3 Refund with a Cancellation Penalty

For certain fares, airline tariffs only permit a refund with a cancellation/change penalty. The cancellation penalty is deducted from the total amount being refunded.

Ticket cancellation penalties are only subject to GST/HST/QST where the cancelled or changed journey was itself subject to GST/HST/QST.

Note: QST/GST/HST applicable to the value of the Cancellation/Change penalty is to be deducted from the amount of the QST/GST/HST being refunded.

14.10.2.4 Refund of a Split Payment Transaction

If refunding standard traffic documents with two or more separate forms of payment, it will be necessary to first exchange the refundable document for a series of VMPDs, one for each separate form of payment amount. Carry forward each original form of payment to the remarks area of the appropriate new VMPD. Exchange the unused coupons of the refundable document for the VMPDs as EVEN exchanges. Refund the newly issued VMPDs as a cash or credit card refund, as appropriate.

14.10.2.5 Commission On Refunded Traffic Documents

In principle, as provided in the Passenger Sales Agency Rules (Resolution 818g, Section 9, Para. 9.4), sales commission is not payable on a traffic document, which has subsequently been refunded.

The amount of sales commission to be paid back in the case of traffic document refunds should be entered in the commission box on the refund notice.

14.10.2.6 Agent's Share of a Cancellation Penalty (Refunds)

Change of reservation fees and cancellation penalties are governed by individual airline tariff rules. Some airlines allow agents to retain a share of such penalties. You must consult the ticketing airline concerned to determine if that airline allows the agent to retain a share of its penalty and, if so, the amount that may be retained by the agent.

- If the airline authorizes you to retain a share of the change penalty, deduct this amount from the commission being recalled to the airline.
- Enter zero (0) if the commission amount to be returned is equal to or less than the part of the penalty you may retain, e.g.

Agent share of penalty	=	\$25.00**
Commission payback amount	=	\$15.00

The difference of \$10.00 will be lost, the principle being that a refund should not earn more than a sale.

** The amount used in this example is for illustration only and does not represent an actual, applicable value.

14.10.3 BSPlink Refund Application

In BSP Canada/Bermuda, automated refund processes are available through the GDS'. The BSPlink Refund Application functionality is also available for transactions that cannot be refunded through the GDS automated refund process. (Refer to section 14.5.6)

14.11 REPORTING CALENDAR

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 to know when to expect their Billing Statement etc. Following columns are shown in the calendar:

- **Reporting Reference:**
Five digit reference number indicates the year, month and period, e.g. 09011 is the year 2009, 1st month, period one.
- **Reporting Period Ending Day/Date:**
The last date in each reporting period (always a Sunday).
- **Agent/Airline Billing Dispatch to BSPlink:**
This date is the latest date when the "Agent Billing Statement" and any other BSP Output for the respective period should be found on BSPlink.
- **Settlement Day/Date:**
Date when money must be received by IATA.
Exception: Settlements due on a bank holiday will be deferred until the next banking day.

The **BSP Canada Calendar of Settlement Days/Dates** is available on the BSP Canada web site, listed under "Useful Information".

Please go to: www.iata.org/canada/ and click on BSP Calendar.

The **BSP Bermuda Calendar of Settlement Days/Dates** is available on the BSP Bermuda web site, listed under "Useful Information".

Please go to: www.iata.org/bermuda and click on the BSP Calendar.

Kindly refer to the settlement dates to avoid an irregularity.

14.11.1.1 Reporting Periods

The period of time covered by the billing cycle is called the REPORTING PERIOD.

Each reporting period commences Monday and ends the subsequent Sunday.

The last day of each reporting period is called the "Report Period Ending". An accountable transaction is deemed to have taken place on the date shown in the "DATE OF ISSUE" field of the traffic documents, or, if applicable, the exchange or refund transaction.

14.12 OTHER

14.12.1 Travel Agent Service Fee (TASF) - General

The IATA TASF is an automated, electronic, paperless billing and reporting system developed by IATA and your GDS to simplify the accounting and reporting of travel agent service fees that are paid by credit card and transmitted to BSP as part of your regular weekly sales report.

The IATA TASF processing functionality is available to GALILEO, SABRE, WORLDSPAN and AMADEUS subscribers. You can issue the TASF in conjunction with a BSP ticket, in which case the service fee and ticket will be cross-referenced through the use of a special GDS entry from a completed PNR. **(Refer to Apollo: S*PRO/SERVICE FEES-CREDIT, to Sabre: F*FOX/MTD/SVC/MASK to Worldspan: INFO SFGCA or to Amadeus: GGAMACASVC).**

In **Galileo**, the TASF and the ticket will appear on the Daily Activity Report (DAR) as two separate sales transactions. In **Sabre**, the TASF and the ticket will appear on separate Audit Trail Reports (DQB and DQB*SF). In **Worldspan**, the TASF and the ticket will appear on the Daily Document Log (DDL) and the Daily Activity Report (DDP) as two separate sales transactions. In **Amadeus**, the TASF will appear on a summary report (TJM). Service fees are also included on all other Amadeus sales reports (TJQ, TJT, TJS, TJD, TJX).

The minimum service fee amount has been set at \$2.00 and the maximum allowable service fee amount has been set at \$750.00. The maximum amount includes all sales tax amounts.

14.12.1.2 Limitation of Services

IATA TASF service is offered for the reporting and settlement of the Agent's own service fee transactions ONLY. Agents must not use IATA TASF service for the settlement of any other transaction. Use of the TASF service for non-service fee transactions will result in the rejection of transactions and withdrawal of the service from the Agent.

14.12.1.3 Reporting the TASF to BSP

The TASF transaction will be transmitted electronically by your GDS as an electronic credit card billing ticket transaction to the BSP processing centre on the morning following the transaction. The TASF is reported electronically through BSP using a series of ticket numbers allocated through your GDS in the same manner as Electronic Ticketing. However, unlike Electronic Ticketing, the TASF transaction is **completely paperless**, which means that the **GDS will not print individual TASF coupons for your agency files**. The **only support document** you will print will be a **special listing of all valid TASF transactions** which you will retain in your BSP agency files.

- **In Galileo, refer to Apollo: S*PRO/SERVICE FEES-REPORT**
- **In Sabre, refer to Sabre: F*FOX/MTD/SVC/MASK (choose Printing Sales Report)**
- **In Worldspan refer to: INFO SFGCA and MD to see topic Service Fee Report**
- **In Amadeus refer to: GGAMACASVC**

14.12.1.4 Voiding the TASF After Issuance

If it becomes necessary for you to void the TASF transaction, like all other electronic credit card invoicing transactions, **you can void the TASF on the same day it is issued** using your special GDS voiding entry. Please consult your GDS provider for the TASF same day voiding procedures.

IMPORTANT NOTE: Due to its unique nature, **TASF transactions cannot be refunded through the BSP process.** Should it become necessary to refund a TASF, *the refund must be transacted between you and your client outside the BSP process.*

Kindly refer to Terms and Conditions of Use for IATA for IATA Accredited Agents available for download on the BSP Canada website: www.iata.org/canada