



5 August 2019

M E M O R A N D U M

PAC/RESO/666

TO: All Members,
Passenger Agency Conference Accredited Representatives

FROM: Director, FDS Operations, GDC

SUBJECT: **MAIL VOTE (A307)**
PAC (Mail A307)
Editorial changes to Resolution 824r

Background Information

Resolution 824r had undergone a re-write as a result of two agenda items submitted to PACConf/41 (Agenda item R11 and R12). During Conference, an Onsite item was produced in the effort to consolidate the individual requirements of R11 and R12 and Conference had adopted the changes proposed on the Onsite item.

It has been identified that the current Resolution 824r does not reflect the original intention of agenda item R11 of PACConf/41. The recommendation submitted by the RET Validation Taskforce included two changes:

- To require the refunded document be done by the same Agent in the same BSP country
- Except for when the original transaction had been exchanged by the BSP Airline, the Agent that made the original issuance may exceptionally process the refund.

Currently Resolution 824r, section 1 indicates that “when a ticket originally issued by an Agent has been exchanged/reissued by an Airline on which the Traffic Document was originally issued on, it may subsequently be refunded by the Agent.”, however there is no mention of the requirement in which refunds must be handled by the same Agent and within the same country.

Following an investigation and review of PACConf/41 minutes the Secretariat confirms that there were no concerns by Conference or any other party in adopting the omitted part of the recommendation, this paper is to recommend an editorial change to Resolution 824r, Section 1 to correctly reflect the intention of the adopted changes from PACConf/41.

It is proposed to amend Resolution 824r, Section 1 – CONDITIONS:

1.1 Agents shall only refund Traffic Documents issued by such Agent within the same BSP country and must observe the original issuance of a Traffic Document to establish the conditions for refund. In principle Traffic Documents will be refunded in the same form of payment it has been originally issued. When a ticket originally issued by an Agent has been exchanged/reissued by an Airline on which the Traffic Document was originally issued on, it may subsequently be refunded by the Agent.

~~4.1~~ **1.2** if the amount of refund does not differ from the Traffic Document being refunded, such refunds should be returned to the same form of payment with which the original Traffic Document was paid. For payments made by multiple forms of payment, it shall be processed in the same amounts to each respective form of payment.

~~4.2~~ **1.3** if the amount of refund differs from the Traffic Document being refunded, such refunds must be returned to the same forms of payment with which the Traffic Document being refunded was paid, subject to Airline's instructions.

Effective date

The proposed effective date of the change is 1 October 2019.

Proposed Action

Conference to adopt the changes to the Resolution 824r Section 1 as shown in this paper.

The timetable for Mail Vote A304 is as follows:

Voting Period:	5 – 19 August 2019
Filing Period:	20 August – 3 September 2019
Effectiveness:	1 October 2019

To cast a vote, Members are asked to access the application from the following link:

<https://www.surveymonkey.com/r/A304-319>

Please note that no other form of voting will be accepted. Voting will conclude at close of business MAD time on **Monday, 19 August 2019**. Votes not cast by that deadline will be deemed to be affirmative.

In conformity with the Mail Vote procedure endorsed by PAConf in October 2009, this Mail Vote has been provided in advance to representatives of the agency associations ECTAA, UFTAA and WTAAA for review and/or comment. No comments were received.

Any Member seeking clarification on any aspect of the mail vote or the mail vote process is invited to contact the IATA Distribution Management team by email to distributionmanagement@iata.org.

A handwritten signature in black ink, appearing to read 'J. Rodriguez', with a large, stylized flourish extending from the end of the signature.

Juan Antonio Rodriguez
Director, FDS Operations, GDC