



## Travel Agent Service Fee (TASF)

### Questions and Answers

#### **Q : What is TASF?**

**A:** The IATA Travel Agent Service Fee (TASF) is a collection tool offered to IATA accredited travel agencies allowing them to process their service fees on their clients' credit cards.

#### **TASF processes from an Agent perspective:**

- 1.** Travel Agents can issue a TASF transaction through their GDS as soon as they issue the airline ticket. The TASF transaction would appear as a separate transaction. The cardholder would have two transactions (*the ticket and the service fee*) on their credit card statement.
- 2.** Four major GDS's (Amadeus, Galileo, Sabre and Worldspan) support the TASF functionality.
- 3.** TASF transactions will appear on the Agent Billing Analysis report as a credit under airline code 954. This credit will be included as part of the BSP billing settlement.
- 4.** TASF cost includes: Credit card discount rate + BSP processing cost + GDS fee, if applicable (*currently only Amadeus charges a fee per transaction*).

These costs will be processed once a month through an SPDR, generating an invoice in pdf format. In addition the travel agent will receive two reconciliation files in TXT and ASCII format, showing the detail of all TASF transactions.

Should you have any additional questions, please don't hesitate to contact the TASF Central Support Team by using the customer portal at [www.iata.org/cs](http://www.iata.org/cs).

#### **Q: Where can we find the reconciliation files?**



**A:** By the 15<sup>th</sup> of each month, the Agent or the head office of an Agent Group can download from *BSPlink* the reconciliation files corresponding to the previous month activity. (*Under the File Menu, Download Option*)

\* Note that in the case of an Agent Group, one reconciliation file for each type (TXT and ASCII) will be available. These files will contain the information of all the members under that Agent Group.

Keep in mind that the files in *BSPlink* are only stored for two months, they will then disappear from the system.

**Q: In *BSPlink*, where can we find the latest invoice showing the TASF costs?**

**A:** The invoice is a PDF file that is uploaded to *BSPlink*, and is always associated with an SPDR. The invoice shows up at the bottom left side of the screen showing the details of the corresponding SPDR.

#### **How to retrieve the most recent TASF invoice / SPDR:**

- Go to the ADM/ACM Menu
- Select the option ADM & ACM Query
- Select the option SPDR, then SPDR Pending Settlement and then click on Submit

The SPDR will then appear. By clicking on the document number you will have access to the details of the SPDR, and to the invoice that appears at the bottom left side of the screen .

#### **How to retrieve the TASF invoice / SPDR for a specific month:**

- Go to the ADM/ACM Menu
- Select the option ADM & ACM Query
- Select the option SPDR, then SPDR per reporting period
- Choose the periods 1 to 4 of the month you would like to see and then click on Submit

The SPDR will then appear. By clicking on the document number you will have access to the details of the SPDR, and to the invoice that appears at the bottom left side of the screen.



**How to retrieve a specific TASF invoice (when you know the associated SPDR number, as provided at the bottom of the TASF reconciliation files):**

- Go to the ADM/ACM Menu
- Select the option ADM & ACM Query
- Select the option ADM/ACM by number
- Enter the number you obtained from the bottom of the reconciliation file and click on Submit

The SPDR will then appear. By clicking on the document number you will have access to the details of the SPDR, and to the invoice that appears at the bottom left side of the screen.

**Q: When should we expect the TASF service fee to be invoiced?**

**A:** Invoice process take place the 15<sup>th</sup> of each month for the previous month activities.

**Q: I Forgot to download the TASF invoice and Reconciliation files and they are no longer available in BSPlink. What can we do?**

**A:** Write to TASF Central Support team via the customer portal at [www.iata.org/cs](http://www.iata.org/cs) with your IATA agent code, the month for which you requesting the files, and/or the debit number, if available. A copy of the files will be sent to you via e-mail.

**Q: If the Service Fee to be charged is higher than the TASF transaction limit. How can we proceed?**

**A:** In that event, you would need to split the Service Fee into smaller amounts, in order to ensure each transaction does not exceed the TASF transaction limit. They can be charged on the same credit card, but we advise you to inform your customer accordingly, so that they recognize these transactions on their credit card statement.

**Q: What is the difference between code 954 and code 955?**



**A:** Airline code 954 is used by TASF to credit agents for the Service Fees they issue through the GDS in a given period.

Airline code 955 is used by TASF in two possible situations: to bill the travel agents via SPDR for the costs associated with their use of the TASF service during a given month, or to debit an agent (also with an SPDR) in the case that a TASF transaction has been disputed by the customer.

**Q: Is there a limit to the value or number of service fees we can process?**

**A:** There is a limit amount per transaction depending of the country. Apart from this, there is no limit to how many service fees are issued in a given day or that are applied on the same credit card.

**Q: If the Credit card used to pay the service fee turns out to be stolen or fraudulent, will we be held responsible for the funds in question?**

**A:** Yes, according to the TASF Terms and Conditions, the party that issued the transaction (*the Travel agent*) is liable for any losses incurred by IATA as merchant in the card-processing contract with the credit card acquiring companies.

**Q: A Service fee transaction was issued, but we don't see it in the BSP reports, for example the Agent Billing Analysis. Why is that?**

**A:** If the amount of the service fee were over the predefined TASF limit per transaction, it would have been rejected at the BSP level. In other words, the GDS "accepted" the service fee, but when process at the BSP level it was rejected, therefore the transaction was not processed, and your client was never charged on their credit card.

If the amount of the service fee was within the established limits, please communicate with the TASF Team using the customer portal at [www.iata.org/cs](http://www.iata.org/cs) and include the details of the missing transaction. We will investigate and get back to you.

**Q: Can a Service Fee transaction be cancelled, reversed or refunded?**



**A:** No, unlike tickets, the service fee cannot be cancelled in the traditional way, except on the same day that it was issued. Past the issue date, the Travel agent would have to determine with the client the best way to refund the agent outside the BSP channel.

**Two options can be considered:**

- The Travel agent can issue a check for the amount of the service fee, if the client accepts to pay the charge in their credit card.
- The client can contact their Credit card company and dispute the charge. The Credit card company would refund the client and charge TASF. TASF would then issue an SPDR to the agent under airline code 954 to recover the funds.